



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

No. 2657

Dated: 19.06.23

To

1. All Administrative Secretaries in the State.
2. All Head of the Department in the State.
3. All Deputy Commissioner in the State.

Subject: General instructions for guidance of Designated Officer under Section 17 (1) (g) of Haryana Right to Service Act, 2014.

Sir/Madam,

I have been directed to invite your kind attention on the subject cited above and to communicate that Section 17(1)(g) of the Haryana Right to Service Act, 2014 empowers the Communication to Issue general instructions for the guidance of *Designated Officers*, the *First Grievance Redressal Authority*, and the *Second Grievance Redressal Authority*. In exercise of this power, the Commission has issued General Instructions for guidance of the *Designated Officers*. A copy of these General Instructions has been annexed to this letter.

In this context, following is requested:

- i) Please take a note of these General Instructions in case you are the *Designated Officer* for any *notified Service*; and/or
- ii) Please disseminate the *General Instructions* to your subordinate Officers who have been entrusted the duties of *Designated Officer*.

This issues with the approval of Chief Commissioner, Haryana Right to Service Commission.

Yours Sincerely

(Sube Khan)

Under Secretary-cum-Registrar
Haryana Right to Service Commission
Email:- rtsc-hry@gov.in

Sir, Section 17(1)(g) of the Act authorizes the Commission to Issue general instructions, not inconsistent with the provisions the Act for the guidance of DO/FGRA/SGRA. A draft guideline in this regard for the DO is submitted for your kind perusal.

1. Timely Service Delivery:

- a) Prioritize the timely delivery of services to the eligible persons ensuring adherence to the stipulated timeframes mentioned in the *Gazette Notifications* relevant to your sphere of duties.
- b) Proactively monitor pending service requests and take necessary actions to expedite their resolution. Auto Appeal Software (AAS) be checked at regular intervals keeping in mind the number of applications received for service delivery to check for pendencies.
- c) If the application is incomplete or essential documents are missing, sensitively communicate the requirements to the citizen well in advance, allowing them sufficient time to provide the necessary information. This ensures that the citizen is aware of the deficiencies and can rectify them within the prescribed time limit.

2. Transparent Communication:

- a) Maintain transparent and regular communication with citizens regarding their service requests.
- b) Provide updates on the status of requests, additional requirements, and estimated timelines for resolution.
- c) To avoid last-minute rejections, review the contents of the citizen's application in advance and communicate any deficiencies, if found, to the applicant. The tendency to reject the application at the fag end of the prescribed time period, on grounds of deficiency in the application, must not be there.
- d) Provide logical and self-contained reasons, citing relevant rules for any rejections, if any.

3. Documentation and Record-Keeping:

- a) Maintain accurate and up-to-date records of all service requests received, including relevant details, actions taken and outcomes as per Section 5 (3) of the Act read with Regulation 4 of the Haryana Right to Service Rules, 2014.
- b) Ensure proper documentation of interactions, communications and decisions related to service delivery.
- c) Safely store and organize records for easy retrieval and reference as mandated by the Act or the Commission.

4. Effective Examination of Subordinate Submissions:

- a) When reviewing submissions or proposals made by subordinate staff, do not accept them on face value.
- b) Critically examine the submissions, ensuring their accuracy, completeness and adherence to relevant guidelines, procedures,

and legal requirements.

- c) Verify the information provided, conduct independent assessments if necessary, and seek additional inputs or clarifications when warranted.

5. Capacity Building of self and subordinate staff:

- a) Train your subordinate staff to enhance their knowledge and skills in dealing with the cases of service delivery.
- b) Stay updated on relevant laws, regulations, and procedures governing service delivery and train your subordinates on the same.
- c) Continuously improve your citizen service skills, effective communication and conflict resolution abilities.

6. Coordination with Relevant Departments:

- a) Collaborate and coordinate with the concerned departments or agencies to ensure smooth service delivery.
- b) Establish effective channels of communication to obtain necessary information or support required for resolving service requests.
- c) Regularly engage in interdepartmental meetings to address systemic issues and streamline service delivery processes.

7. Monitoring and Evaluation:

- a) Comply with the monitoring and evaluation systems established by the Haryana Right to Service Commission.
- b) Carry out a self-evaluation regularly and actively seek feedback to identify areas for improvement.

8. Public Awareness and Outreach:

- a) Actively engage with citizens, addressing their queries and clarifying doubts related to service delivery.