



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

No. HRSC/2024/986

Dated: 15.3.24

To

1. All Administrative Secretaries in the State.
2. All Head of the Departments in the State.
3. All Deputy Commissioners in the State.

**Subject:- General instructions for guidance of FGRAs & SGRAs (In continuation with letter no. 2657 dated 19.06.23)**

Sir/Ma'am,

1. With reference to the above mentioned subject, I have been directed to request that the DO's, FGRA's and SGRA's may be asked to apprise themselves of the spirit and provisions of the Haryana Right to Service Act, 2014.
2. In addition to this, it has come to the notice of the Commission that the date, time and venue of hearing is not timely and clearly communicated to the stakeholders. Even during the course of hearing, the appellants/ complainants are not dealt with properly, neither proceedings are communicated to them in a time bound manner. It is therefore requested that advisories may be issued to the FGRAs/ SGRAs under your control emphasizing the importance of explicitly specifying the date, time and venue of hearings. Additionally, a staff member of appropriate orientation may be deputed to deal/ coordinate with them during the course of the hearing.
3. In keeping with the spirit of the Act and the principle of natural justice, it is requested that proper intimation be sent to the appellant, he/she be heard and the decision taken be communicated to him/her and uploaded on the portal simultaneously.

(Vatsal Washist)  
Secretary,

Haryana Right to Service Commission  
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