

# Auto Appeal System (AAS)

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

Version 2.2.2 Released on 7<sup>th</sup> March 2024







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# Introduction

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

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

## Auto Appeal:

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

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

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

### Appeal filed through Antyodaya Saral Portal or through Antyodaya Saral Helpline :

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

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

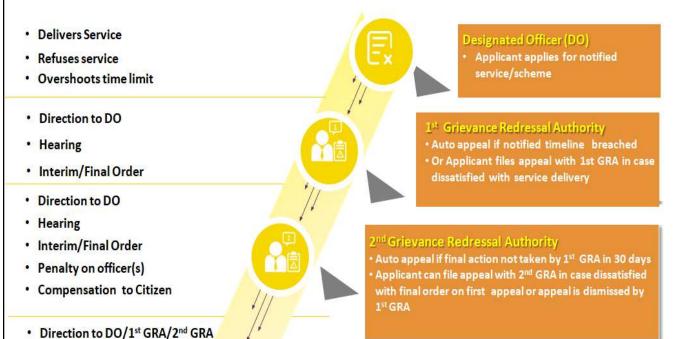
Application disposed off with in notified timeline.

# **Process flow**

# **Process Flow..**



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



# Hearing Interim/Final Order Right to Service Commission

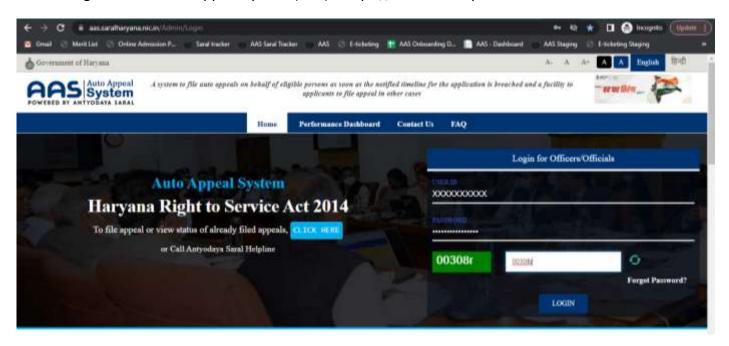
- Auto appeal if final action not taken by 2<sup>nd</sup> GRA in 30 Working days
   Penalty on officer(s)

   Applicant can file revision in case dissatisfied with final order on s
- Recommendation for Disciplinary Action

  Applicant can the revision in case disastished with final order on second appeal or appeal is dismissed by 2<sup>nd</sup> GRA (Grievance Redressal Authority)
- Compensation to Citizen
   Suo Moto

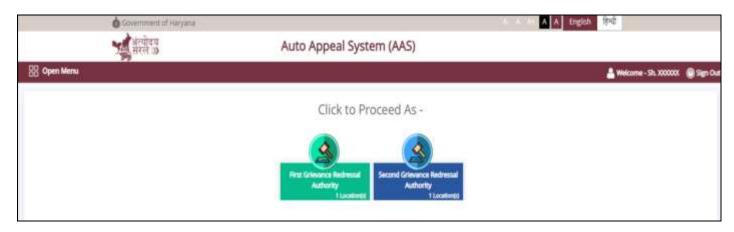
# First Grievance Redressal Authority (1st GRA)

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.

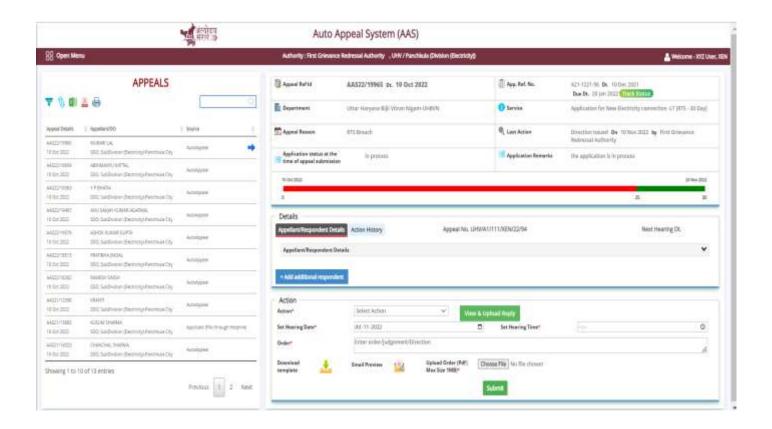
Logged in User will view all his/her roles e.g. in this case it is 1<sup>st</sup> GRA and 2<sup>nd</sup> GRA



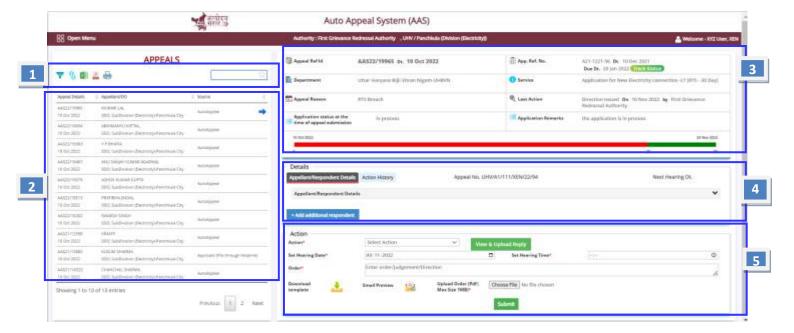
Click on First Grievance Redressal Authority role, user will see all his/her locations



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

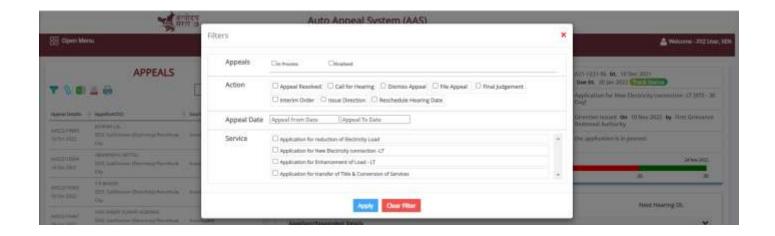


On click of appeal, following details will appear. For the sake of explaining, this screen is marked with sections 1 to 5 as follows:

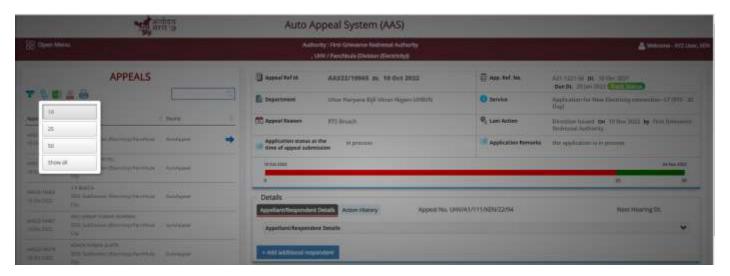


### **Section 1:**

a) By clicking icon  $\mathbf{r}$ , list of all appeals can be filtered as per types of action, appeal date & service



b) By clicking  ${rac{1}{2}}$  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

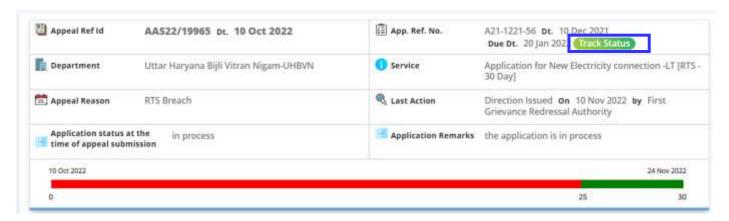
### **Section 2:**

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

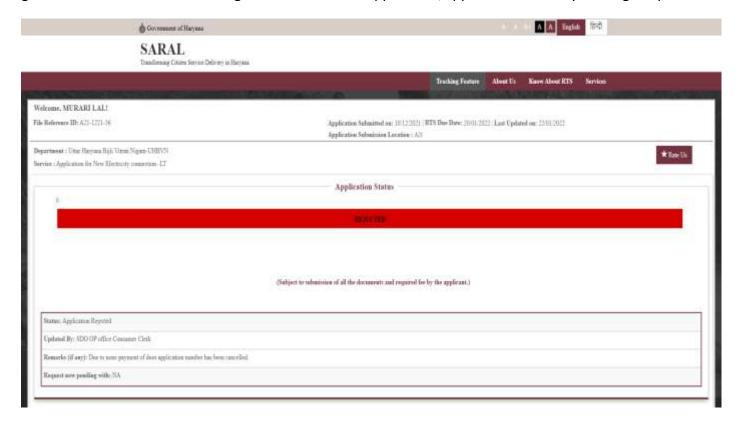


### **Section 3:**

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.

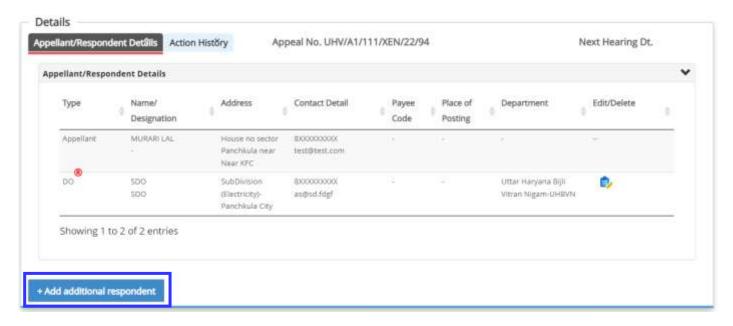


Appeal and application details are shown at the time of submission of appeal so 'Track Status' button is given to view current status along with details of the application/appeal submitted by the eligible person.

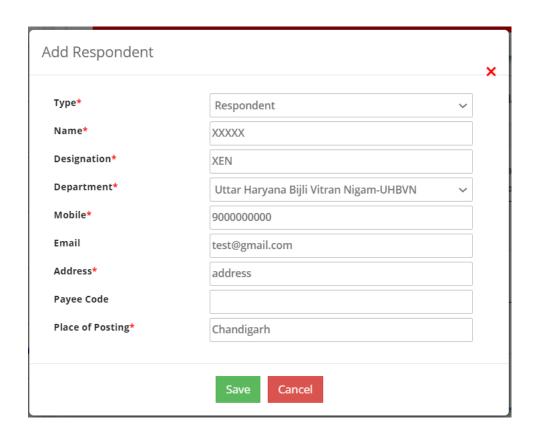


### Section 4:

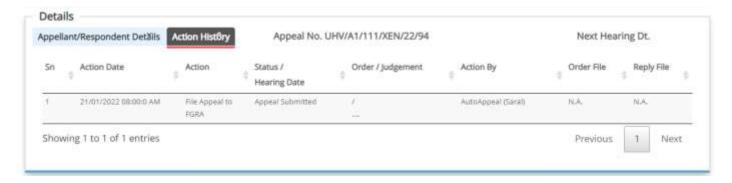
a) **Appellant/Respondent Details:** Details of appellant, designated officer, 1<sup>st</sup> GRA (in case of Commission login), 2<sup>nd</sup> GRA (in case of Commission login) and additional respondent(s) (if any) can be viewed by clicking icon



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



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

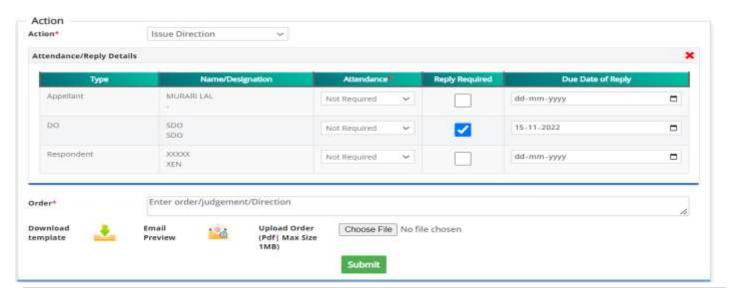


### **Section 5:**

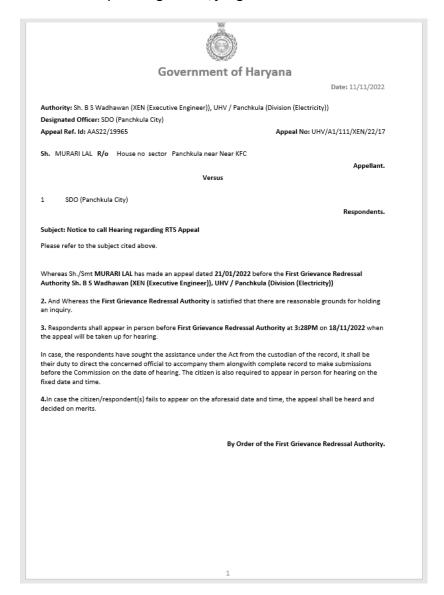
Actions that can be taken by 1st GRA:

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

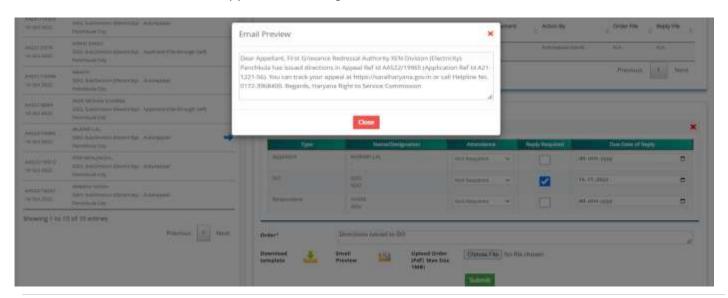
**Attendance/Reply Details:** 1<sup>st</sup> GRA can record attendance of attendees and may ask reply from Appellant/DO/Respondent (if any) by checking checkbox and entering due date of reply.



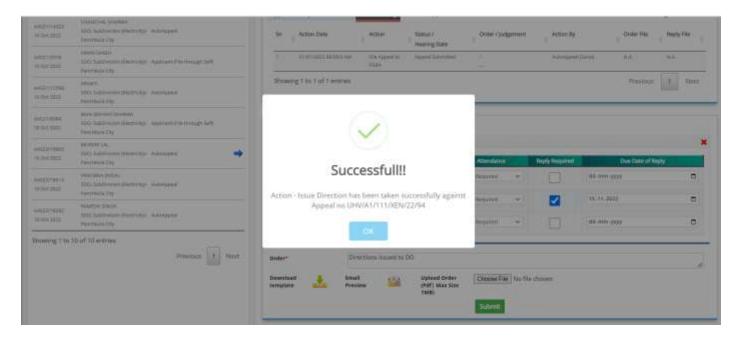
**Download Template:** This option is provided to download prefilled template (shown below) for the selected action by the authority. This template is a word document which can be edited as per requirement and can be printed, signed and scanned for uploading orders/judgement.



**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.

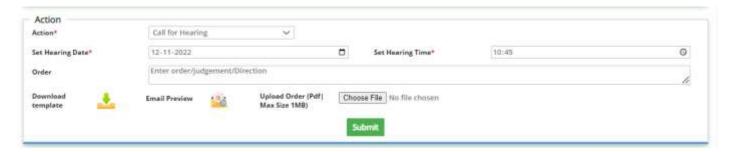


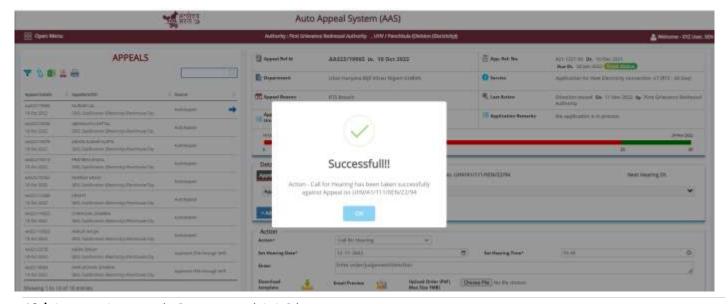
1° GRA will select Action, enters directions in 'Order' textbox, upload directions in pdf format if required, fill CAPTCHA code and click 'Submit' button.



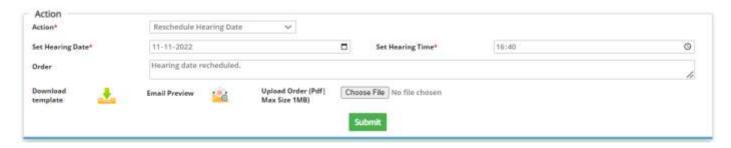
Once directions are issued to DO, DO can login and view the directions issued to him and enter reply details accordingly. This is explained in <u>Designated Officer</u> section (Refer page 23)

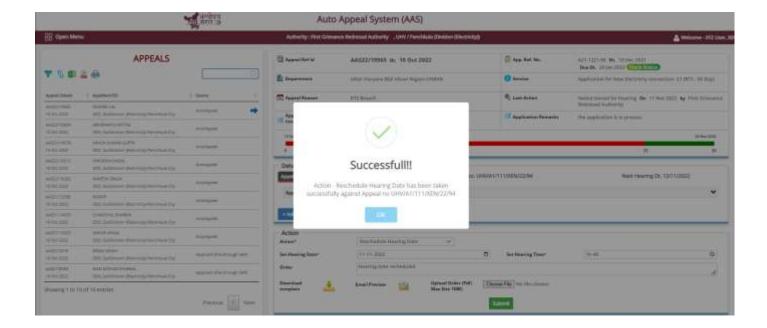
d) Call For Hearing: 1<sup>st</sup> GRA can call DO & eligible person for hearing



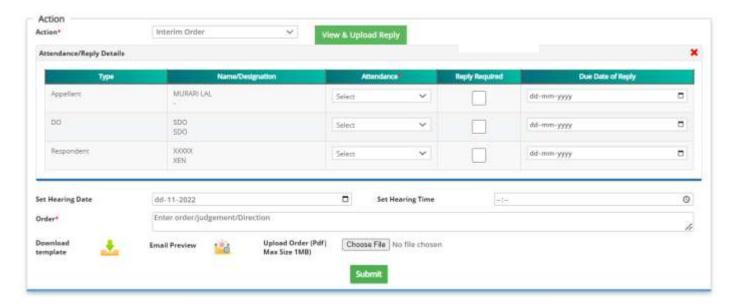


e) Reschedule Hearing Date: 1<sup>st</sup> GRA can also reschedule the Hearing Date

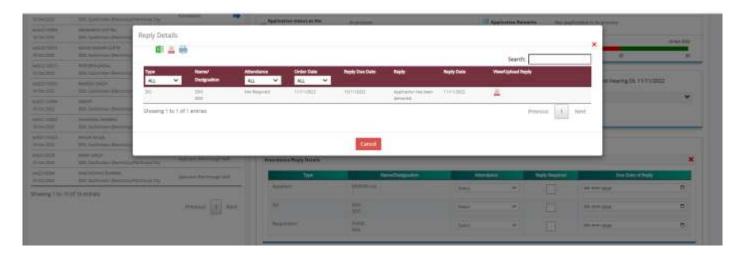




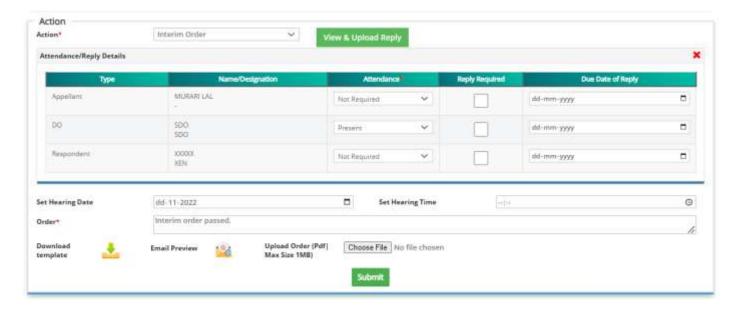
f) Interim Order: 1<sup>st</sup> GRA can pass Interim order on the appeal and may also call for hearing by setting hearing date & time. 1<sup>st</sup> GRA will records details of attendees and may ask reply from Appellant/DO/Respondent (if any) by checking checkbox and entering due date of reply.



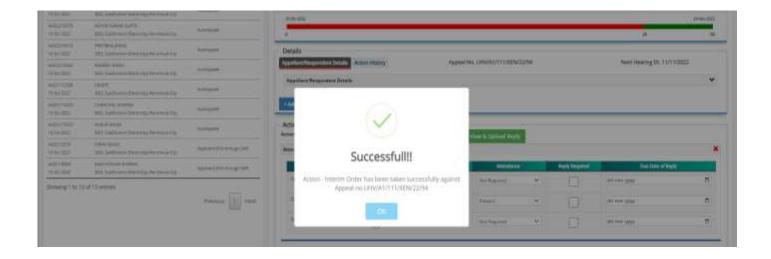
On click of 'View & Upload Reply' button, following pop-up will be visible where 1<sup>st</sup> GRA can view reply filed by Appellant/DO can be viewed and provision is also made to upload reply on the behalf of replier if reply is received through other means like email etc.



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

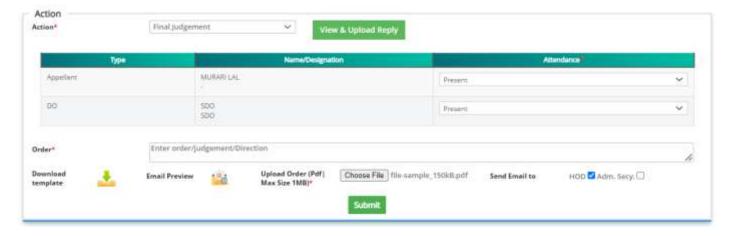


Once submitted, the following message is displayed on the screen.



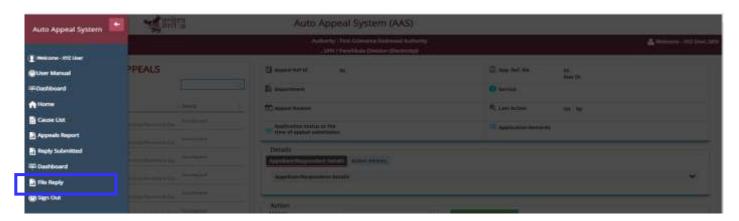
- g) Final Judgement: 1<sup>st</sup> GRA can pass Final Judgement on the appeal as shown below.
  - 1<sup>st</sup> GRA will records details of attendees and enter final judgement in 'Order' box

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

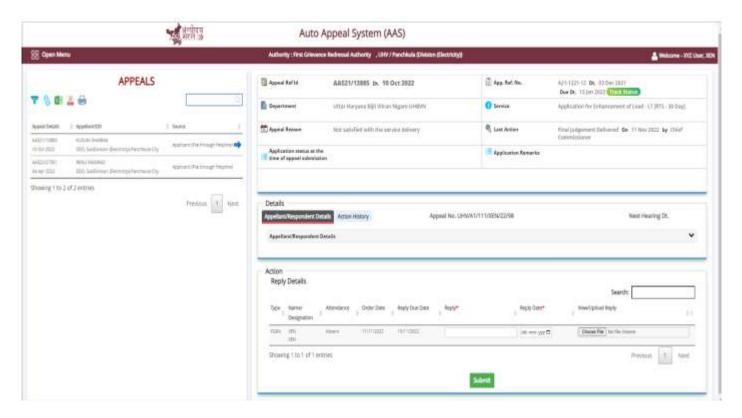


# File Reply Version 2.0:

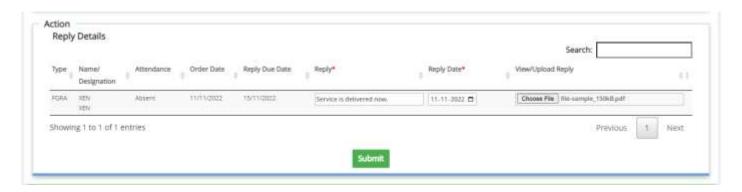
Haryana Right to Service Commission (HRTSC) can now seek reply from 1<sup>st</sup> GRA also. This option is provided to view & file reply. Click 'Open Menu' to view the menu and then click 'File Reply'.



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



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



# Assign Designated Officer Version 2.2:

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

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

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



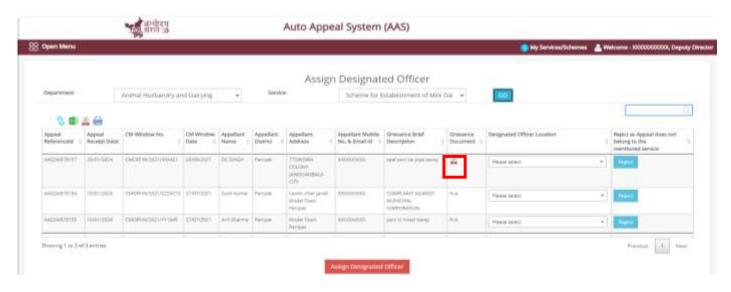
# Following screen will be visible:



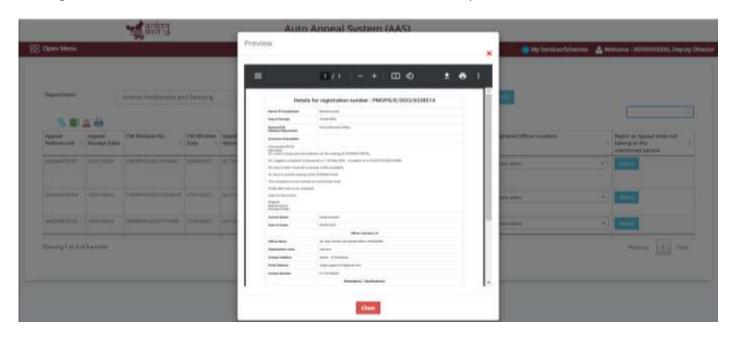
On selecting Department, all the services whose appeals have been generated corresponding to CM Window grievances will be shown in Service dropdown. Now select service name and click 'GO' button, all the records would be displayed as shown in the following screen.

- 1<sup>st</sup> GRA can do following:
- i) Assign Designated Officer
- ii) Reject Appeal

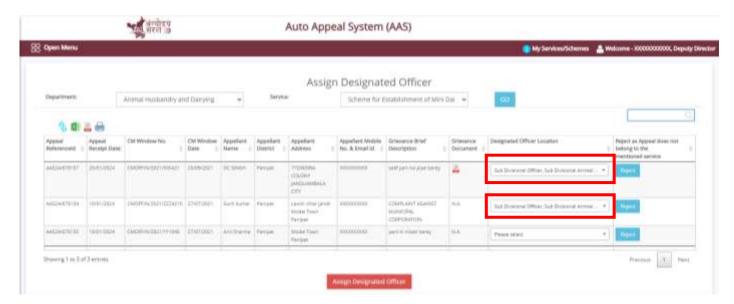
# i) Assign Designated Officer:



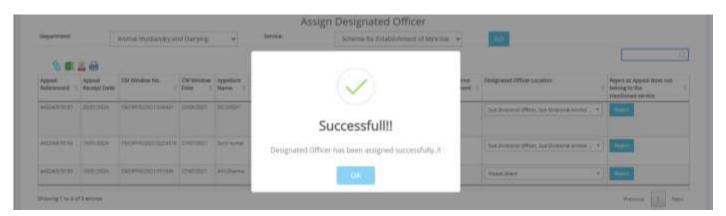
These records contains Appeal Reference Id, Appeal date and CM Window grievance related details. On clicking icon for Grievance Document, CM Window document can be previewed as below:



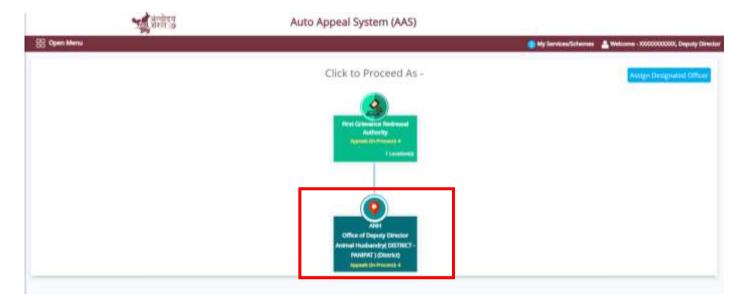
Select Designated Officer against each row as shown below:



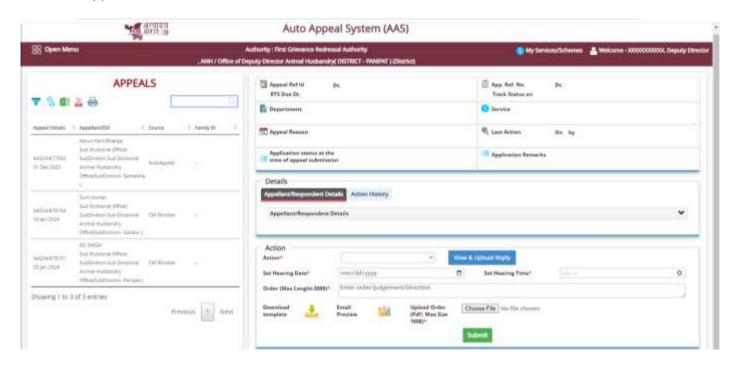
Click on 'Assign Designated Officer' button, following message will be shown:



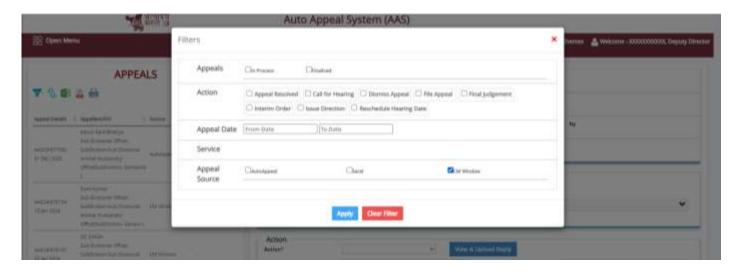
Now go to Home screen by clicking option 'Home' from Menu, click on the Location as below:

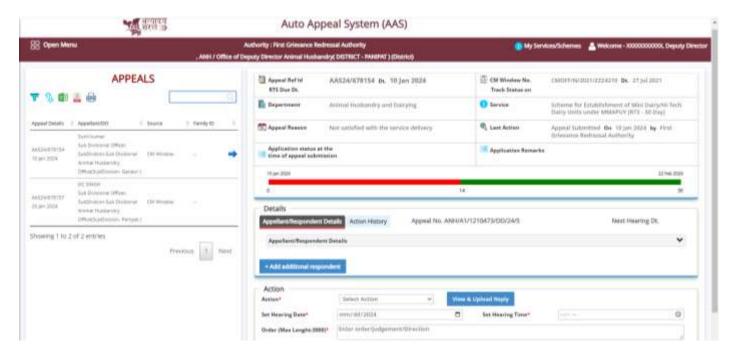


Appeal(s) whose designated officer(s) was assigned would now be visible to 1<sup>st</sup> GRA. Now 1<sup>st</sup> GRA may take action on appeal.



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

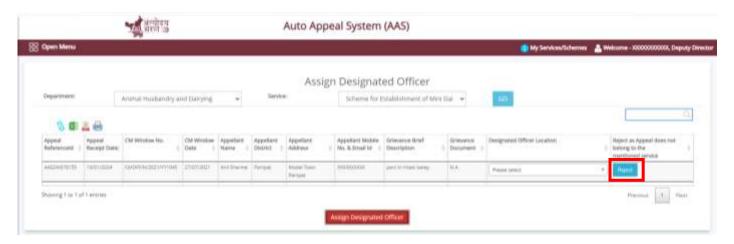




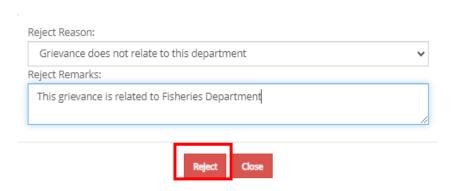
### ii) Reject Appeal:

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

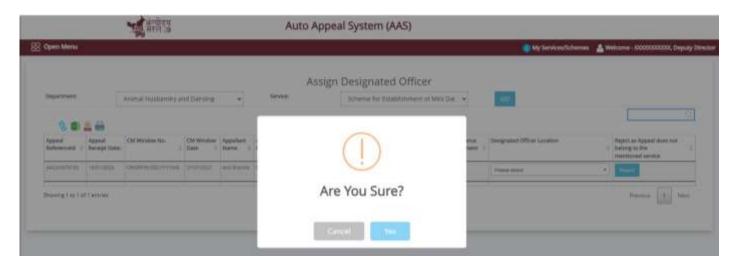
Click on 'Reject' button as shown below:



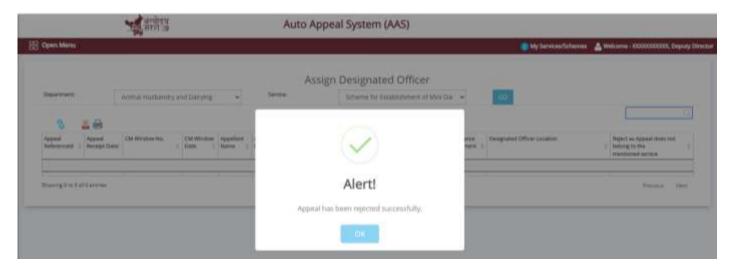
Select Rejection reason and enter remarks and click on 'Reject' button Version 2.2.2



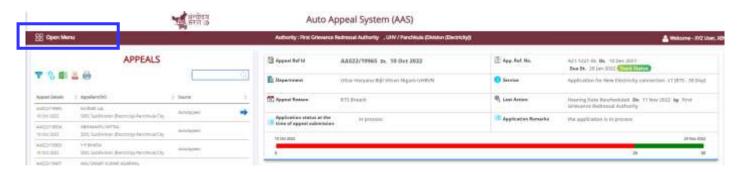
Following message will be shown:



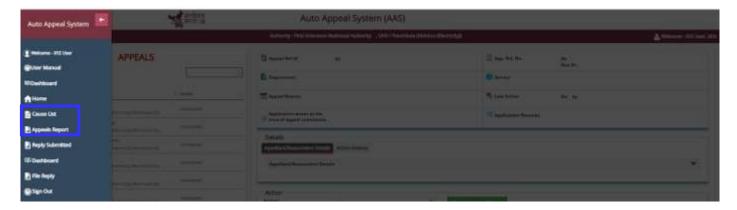
Click 'Yes' to reject the appeal and 'Cancel' to close the pop-up box.



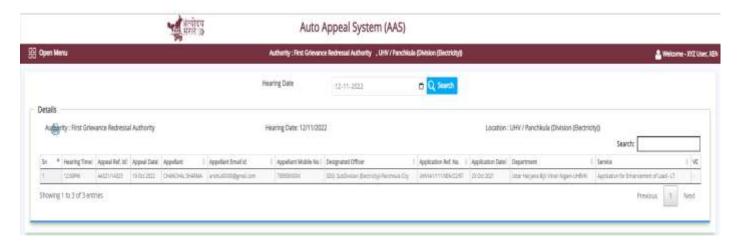
Reports: Click 'Open Menu' to view the menu



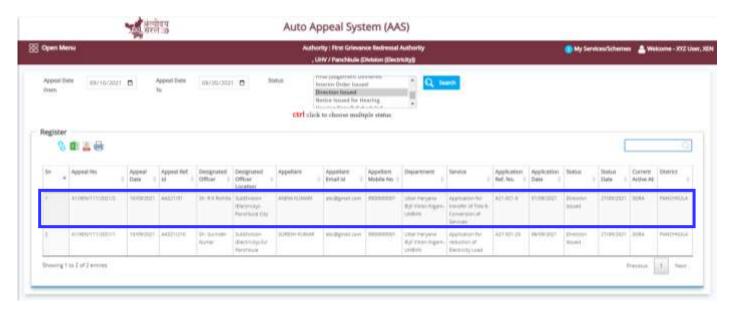
User can click Cause List/Appeal reports from the menu shown below:



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



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

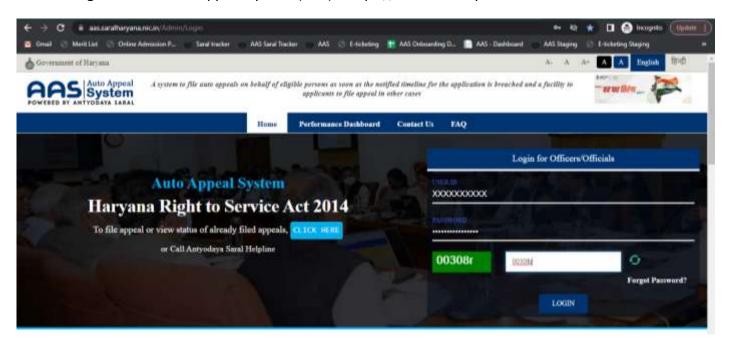


On clicking Appeal, following pop-up will appear displaying 'Appeal History' along with Directions Issued/Replies/ Order/ Judgement documents (if any)

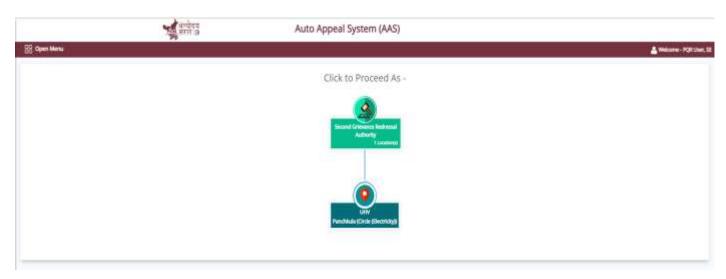


# **Second Grievance Redressal Authority (2<sup>nd</sup> GRA)**

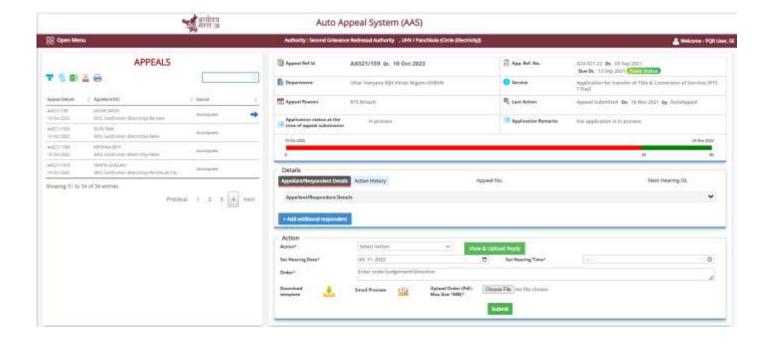
2<sup>nd</sup> GRA logs in to the Auto Appeal System (AAS) - https://aas.saralharyana.nic.in



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

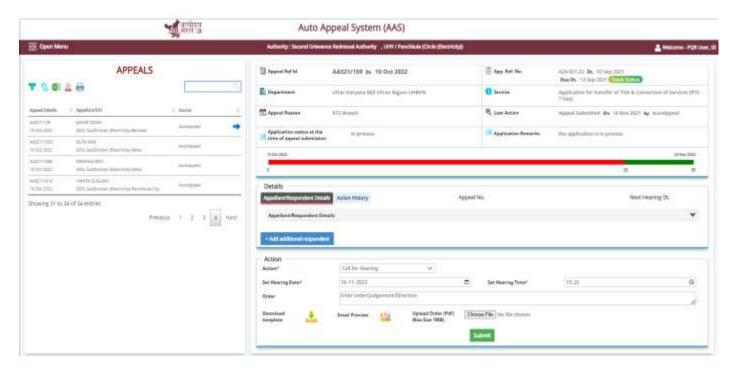


On clicking Location, user will land to the following screen. This screen will list all the appeals of the selected location that are auto- escalated to him/her as no final decision was made by 1<sup>st</sup> GRA within 30 working days of appeal submission and appeals filed by eligible person through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

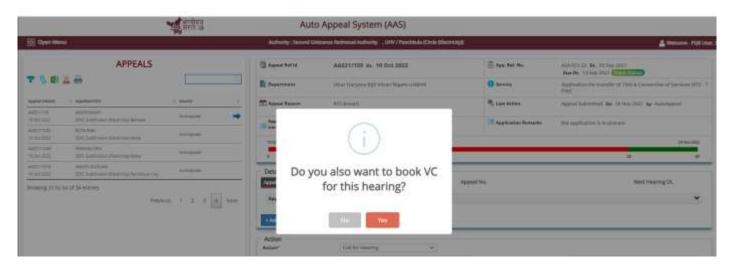


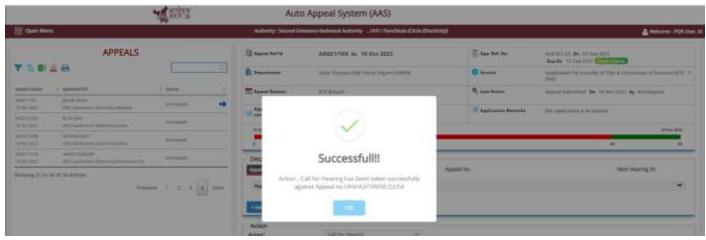
# Actions that can be taken by 2<sup>nd</sup> GRA:

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



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

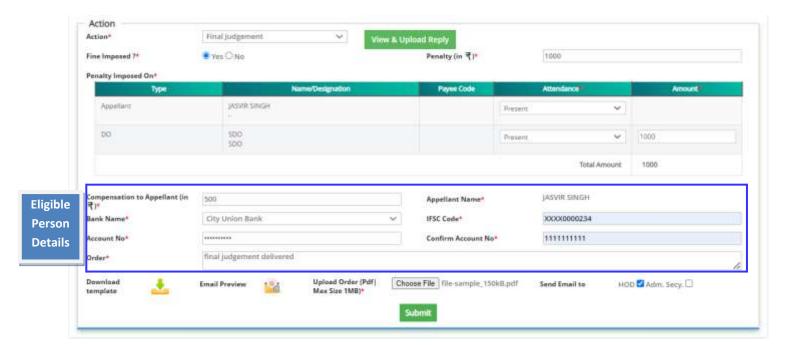




- e) Reschedule Hearing Date: 2<sup>nd</sup> GRA can also reschedule the Hearing Date
- f) Interim Order: 2<sup>nd</sup> GRA can pass Interim order on the appeal along with hearing. 2<sup>nd</sup> GRA will record details of attendees and may ask reply from Appellant/DO/Respondent as explained in 1<sup>st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

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

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





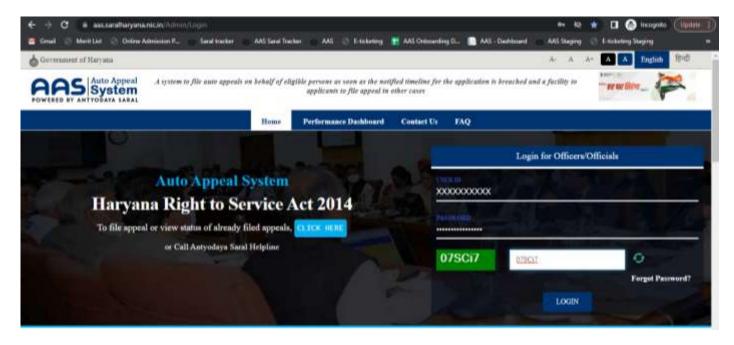
# File Reply Version 2.0:

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

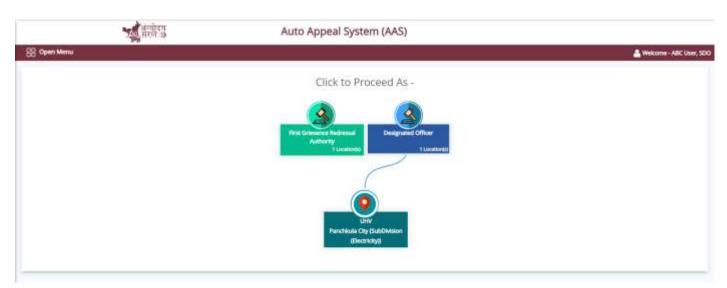
# **Designated Officer (DO)**

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

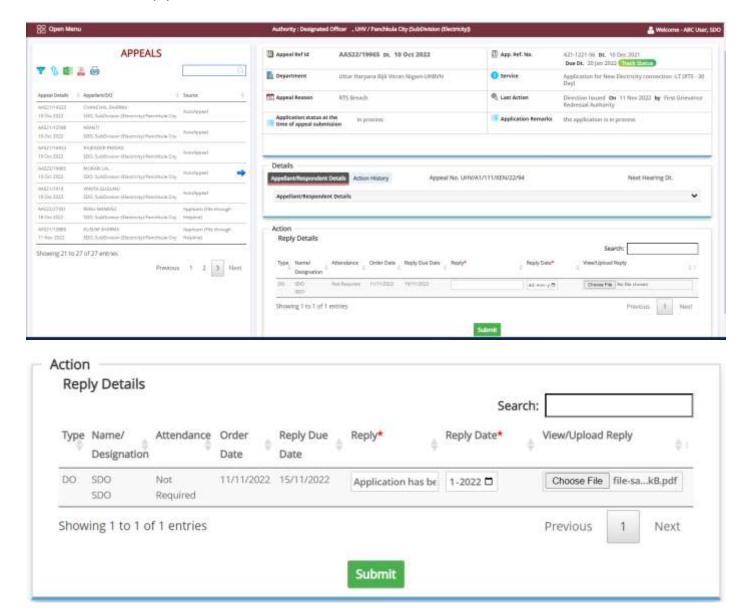
DO can respond to the Directions issued by Grievance Redressal Authorities/Haryana Right to Service Commission (HRTSC)



### DO will select the Location



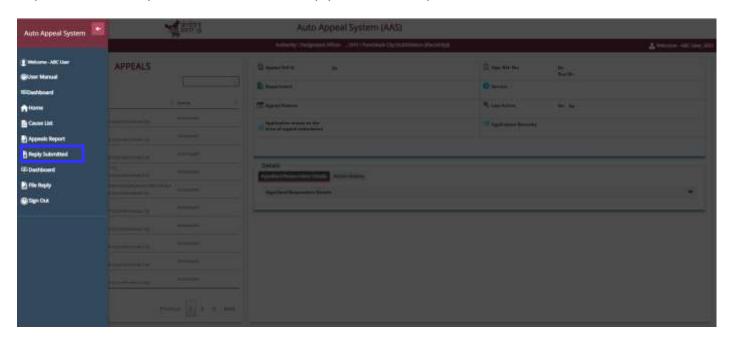
Appeals related to DO will appear here. DO can view directions given by Grievance Redressal Authorities/ HRTSC and enter reply details.



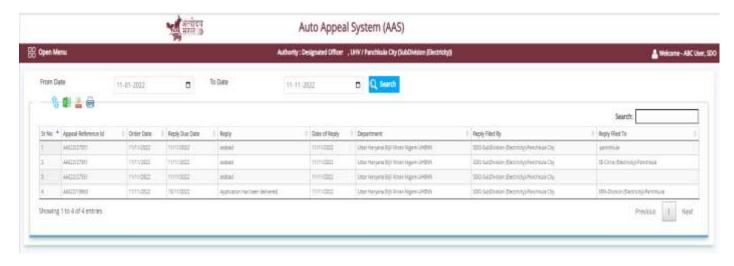
On clicking 'Submit' button, reply will be submitted. This reply can be viewed in 'Action History'

# **Reports:**

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



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

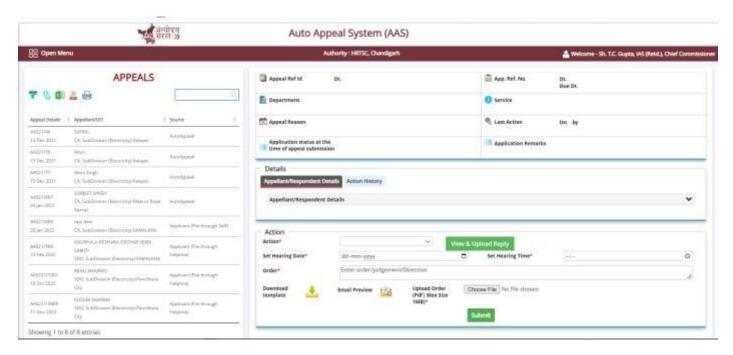


# **Chief Commissioner - HRTSC**

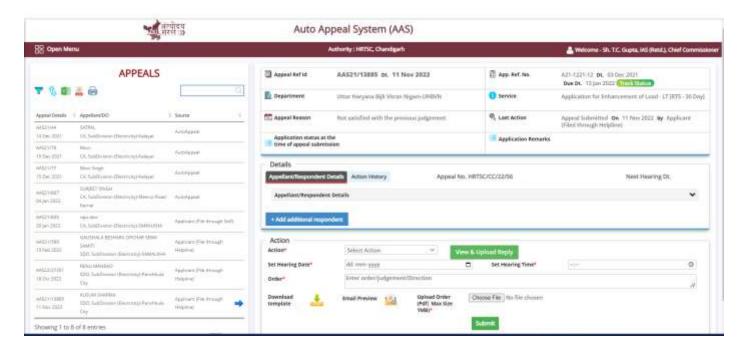
Chief Commissioner logs in to the Auto Appeal System (AAS) - https://aas.saralharyana.nic.in



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

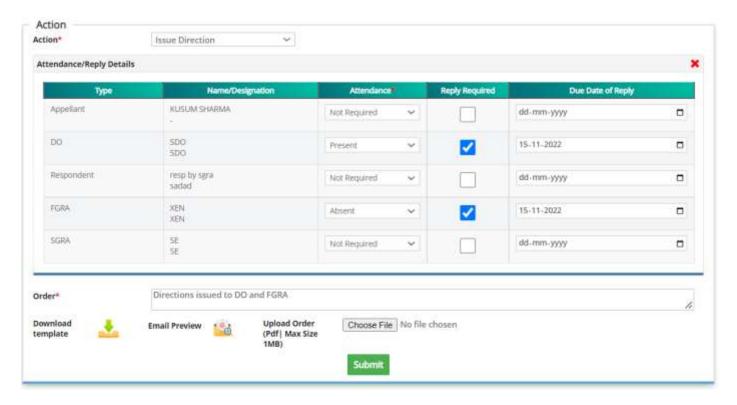


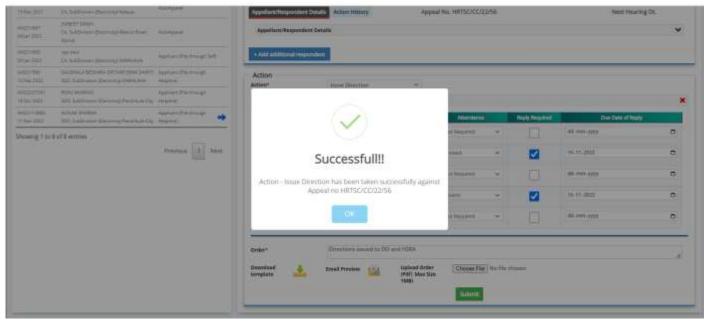
On click of appeal, following details will appear. This screen is already explained in detail in Section <u>First</u> <u>Grievance Redressal Authority (1st GRA)</u> (Refer Page 5).

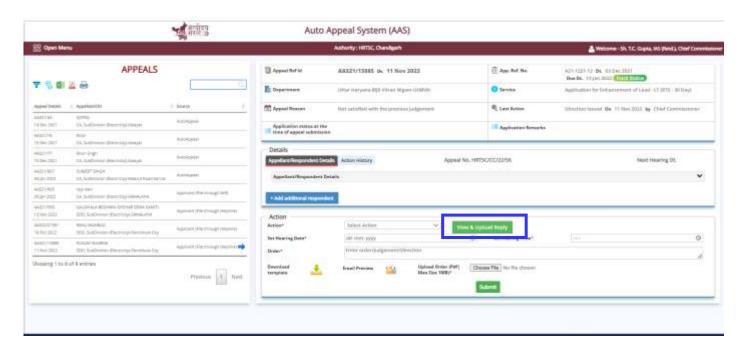


Actions that can be taken by Chief Commissioner:

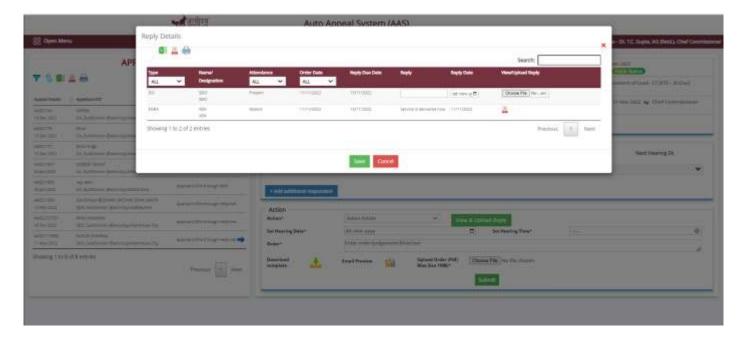
- a) Appeal Resolved to resolve the appeal
- b) Dismiss Appeal to dismiss the appeal
- c) Issue Directions to issue directions and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1<sup>st</sup> GRA and/or 2<sup>nd</sup> GRA Version 2.0
- d) Call for Hearing to call Appellant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



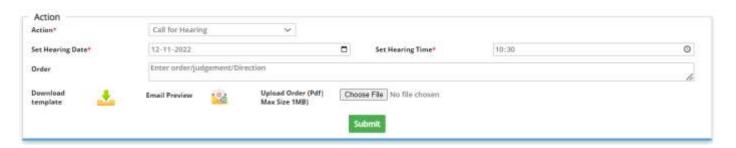




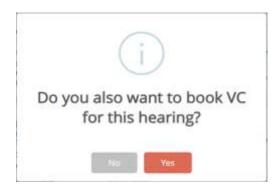
On click of 'View & Upload Reply' button, following pop-up will be visible where reply filed by Appellant, Designated Officer (DO), 1<sup>st</sup> GRA and/or 2<sup>nd</sup> GRA can be viewed and provision is also made to upload reply on the behalf of replier, if reply is received through other means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

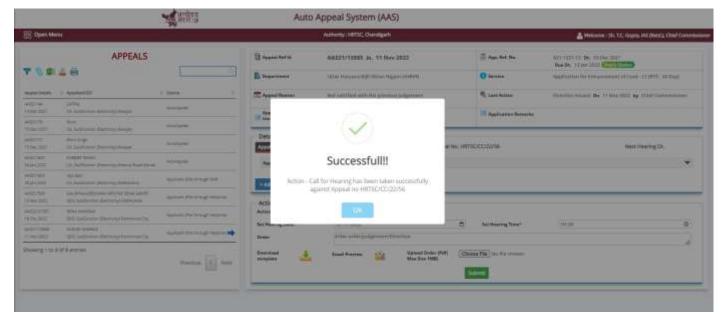


d) Call For Hearing: Chief Commissioner can call DO & eligible person for hearing



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

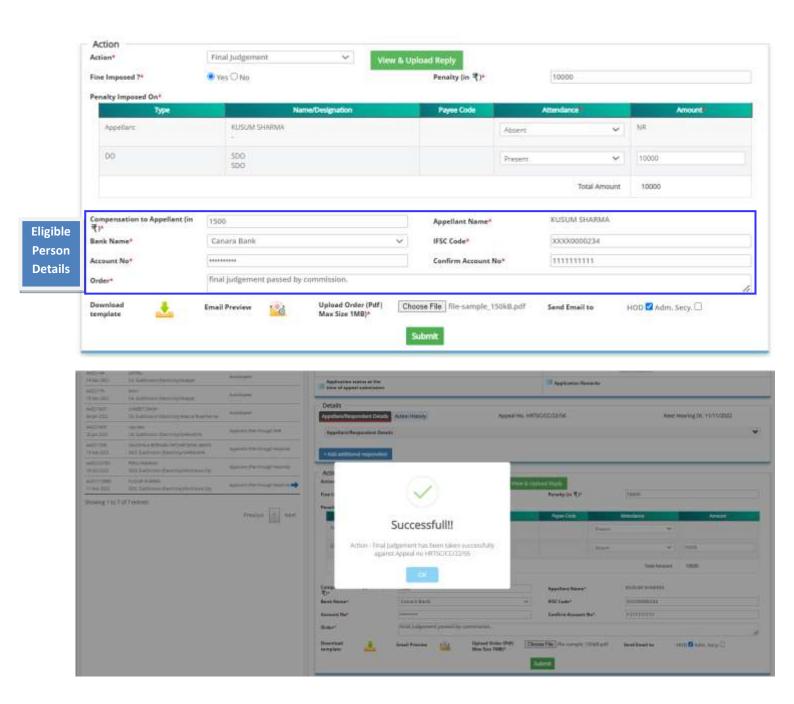




- e) Reschedule Hearing Date: Chief Commissioner can also reschedule the Hearing Date
- e) Interim Order: Chief Commissioner can pass Interim order on the appeal along with hearing Chief Commissioner will record details of attendees and may ask reply from Appellant, Designated Officer (DO), Additional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

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

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

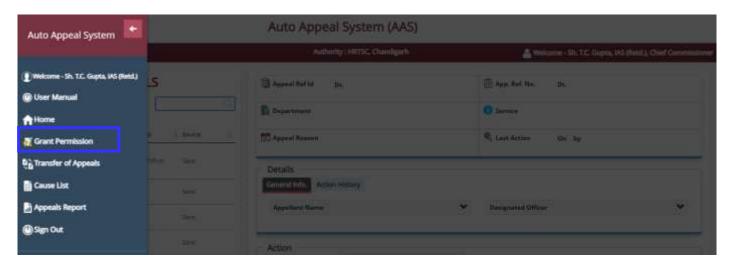


**Grant Permission:** Chief Commissioner may grant/revoke permission of the department(s) to the Commissioner through this module for hearing the appeals. Commissioner would then be able to take action on appeals and/ or suo moto appeals of the departments assigned to him/her.

Click 'Open Menu' to view the menu



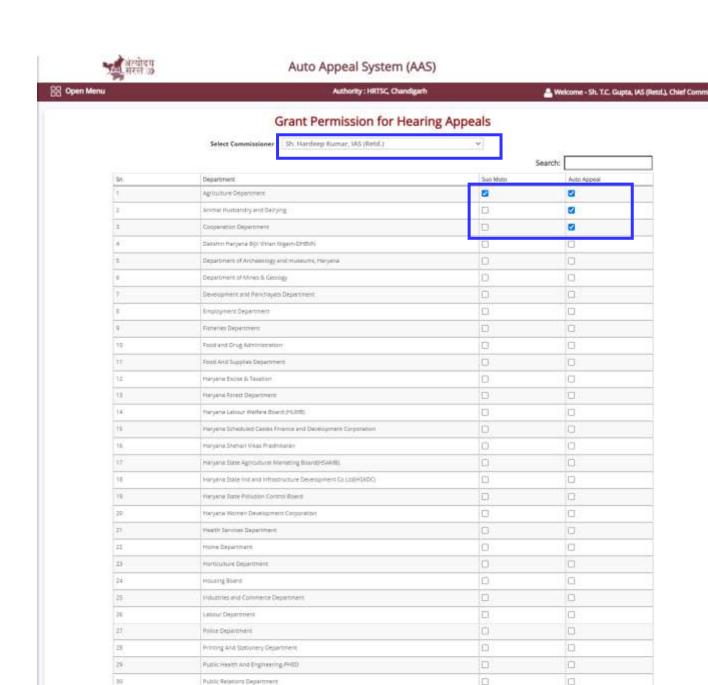
Click 'Grant permission'



# Following screen will be displayed:

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

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



Public Relations Department

Revenue Department

Public Works Department (Solidings and Roads)

Samili And Arch Samili Worker Department

Science and Technology Department

Utter Heryana Biji Vitran Nigam-UHBVN

Women and Child Development Department

Social Justice And Empowerment

Town And Country Planning Transport Department

Other Local Bodies

Wertime of SCI And BCI

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33

34

35

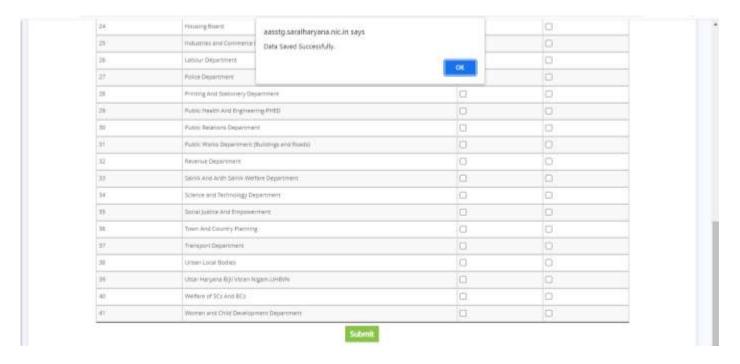
36

71

73

40

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

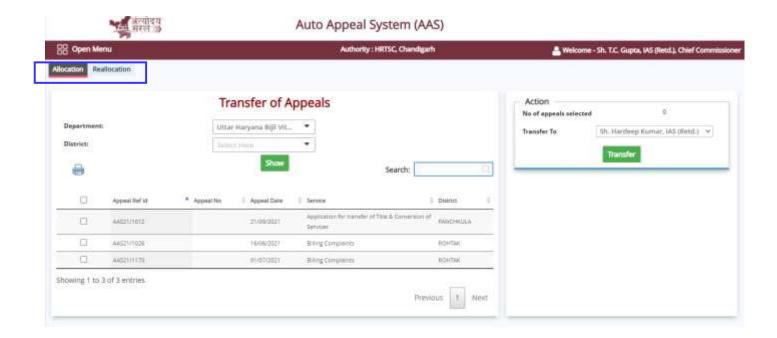


**Transfer of Appeals:** Chief Commissioner may transfer or take back individual appeals from the Commissioner through this module.

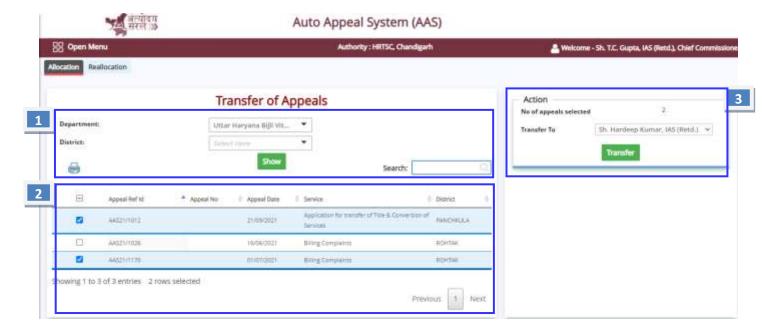
Click 'Open Menu' to view the menu and select 'Transfer of Appeals', following screen will be displayed:

There are two options as highlighted on the screen below:

- A) Allocation
- B) Reallocation



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



## Section 1:

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

By clicking icon, appeals list can be printed

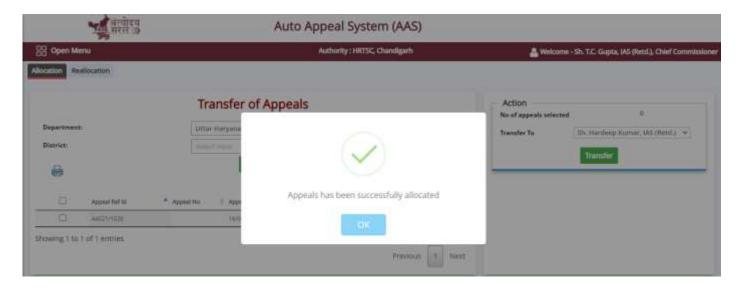
Search box is also given to search appeal from the list.

### Section 2:

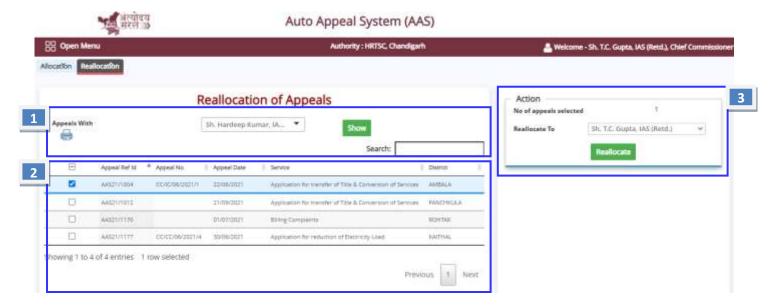
List of Appeals will be displayed in this section and appeals can be selected/deselected by check/uncheck checkbox given againt each appeal.

### Section 3:

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



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



### Section 1:

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

By clicking icon, appeals list can be printed

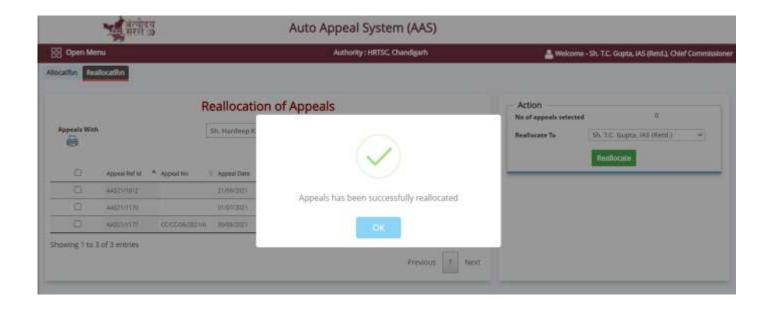
Search box is also given to search appeal from the list.

### Section 2:

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

#### Section 3:

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



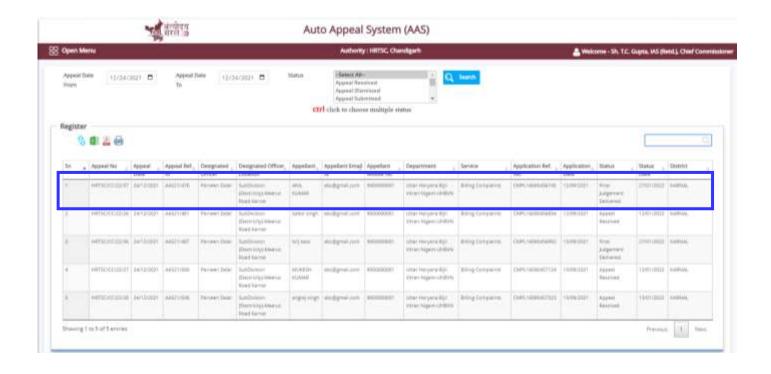
**Reports:** Click 'Open Menu' to view the menu and click Cause List/Appeal reports, following screen will be displayed:

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



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

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

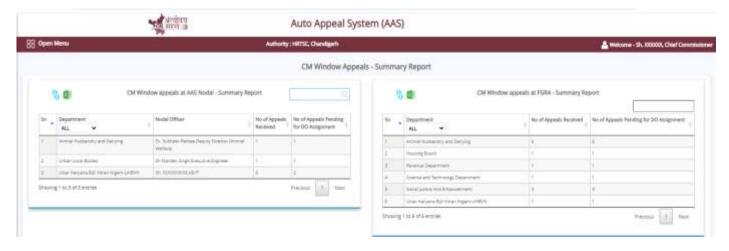


On clicking Appeal, following pop-up will appear displaying 'Appeal History' along with Directions Issued/Replies/ Order/ Judgement documents (if any).



# c) CM Window Appeals - Summary Report: Version 2.2.1

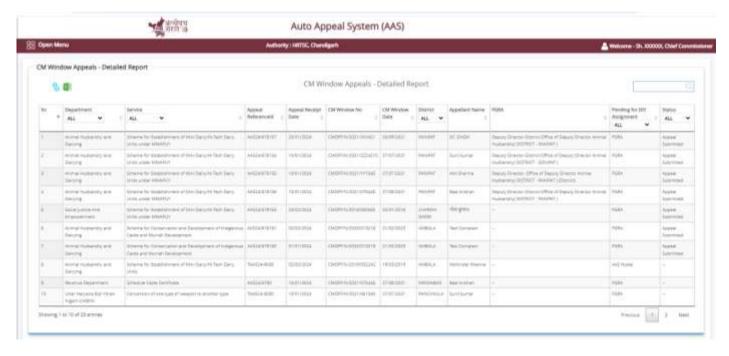
'CM Window Appeals - Summary Report' is available to monitor summarized view of CM window appeals as shown below:



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

# d) CM Window Appeals - Detailed Report: Version 2.2.1

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



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

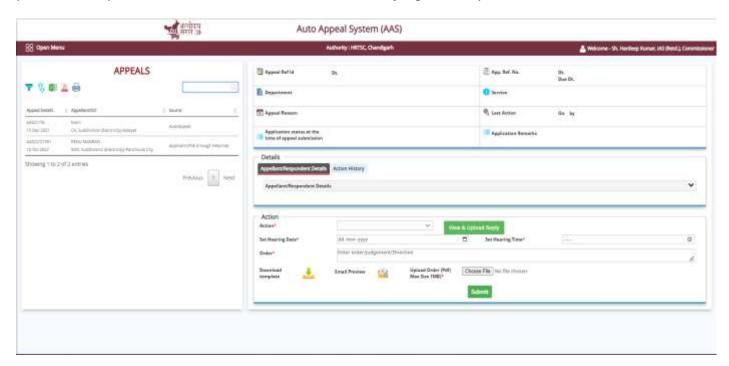
- By clicking ticon, user can select number of appeals to be viewed at a time
- By clicking icon, appeals list can be exported to excel
- · Search box is provided to search in the appeals list

# **Commissioner - HRTSC**

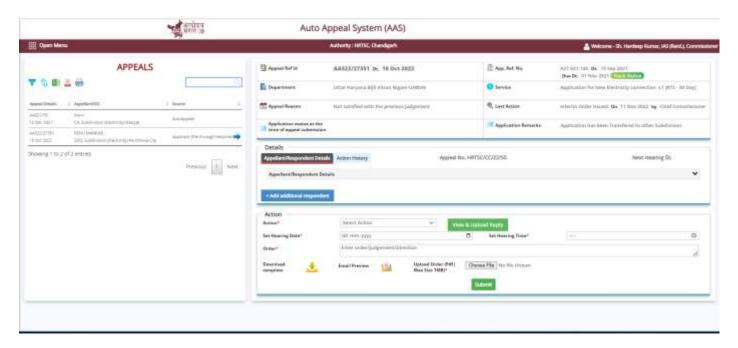
Commissioner logs in to the Auto Appeal System (AAS) - https://aas.saralharyana.nic.in



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

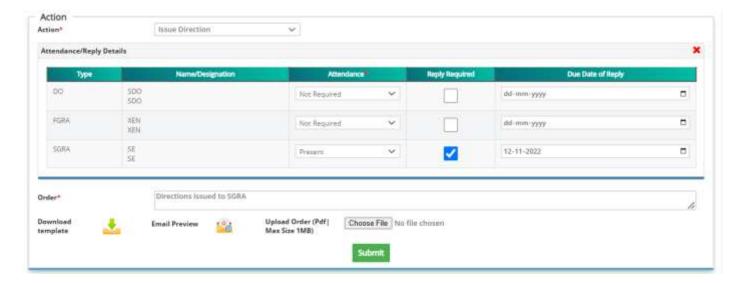


On click of appeal, following details will appear. This screen is already explained in detail in Section <u>First</u> <u>Grievance Redressal Authority (1st GRA)</u> (Refer Page 5).

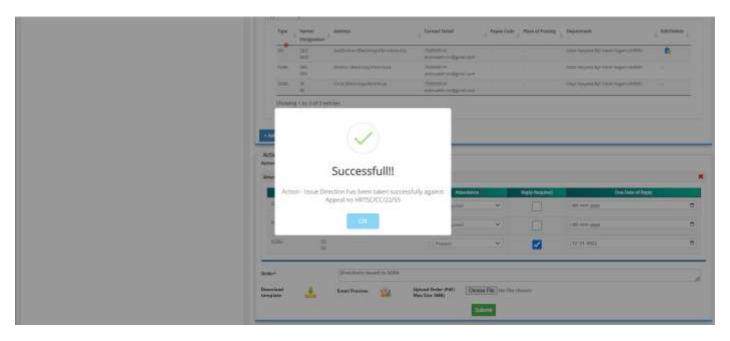


Actions that can be taken by Commissioner:

- a) Appeal Resolved to resolve the appeal
- b) Dismiss Appeal to dismiss the appeal
- c) Issue Directions to issue directions and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1<sup>st</sup> GRA and/or 2<sup>nd</sup> GRA Version 2.0
- 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 and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1<sup>st</sup> GRA and/or 2<sup>nd</sup> GRA Version 2.0
- g) Final Judgement to pass final judgement on the appeal
- a) Appeal Resolved: Commissioner can resolve the appeal
- b) Dismiss Appeal: Commissioner can dismiss the appeal
- c) Issue Directions: Commissioner can issue directions to and seek reply from Appellant, Designated Officer (DO), Additional Respondent, 1<sup>st</sup> GRA and/or 2<sup>nd</sup> GRA. This process is already explained in detail in Section First Grievance Redressal Authority (1st GRA) (Refer Page 5).



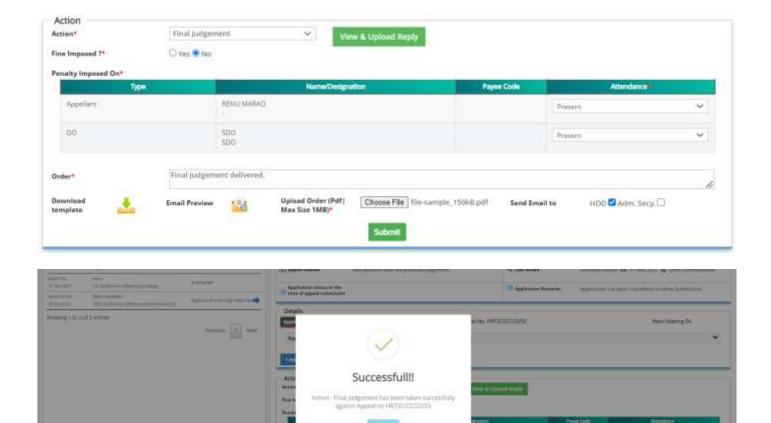
On click of 'Submit' button, the following Success message appears.



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

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

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



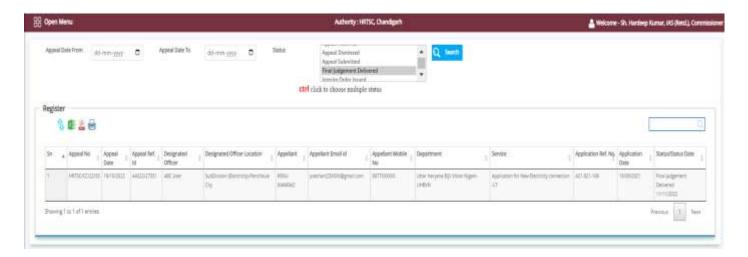
**Reports:** Click 'Open Menu' to view the menu and click Cause List/Appeal reports from the menu shown below:

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



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

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



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

# AAS Nodal Officer (Version 2.2)

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

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

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



Logged in User will land to the following screen.

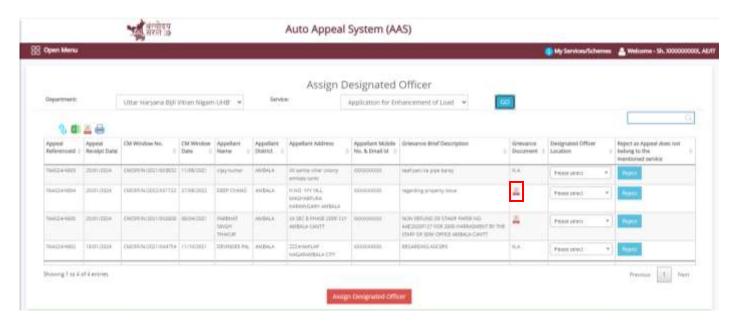


On selecting Department, all the services whose appeals have been generated corresponding to CM Window grievances will be shown in Service dropdown. Now select service name and click 'GO' button, all the records would be displayed as shown in following screen.

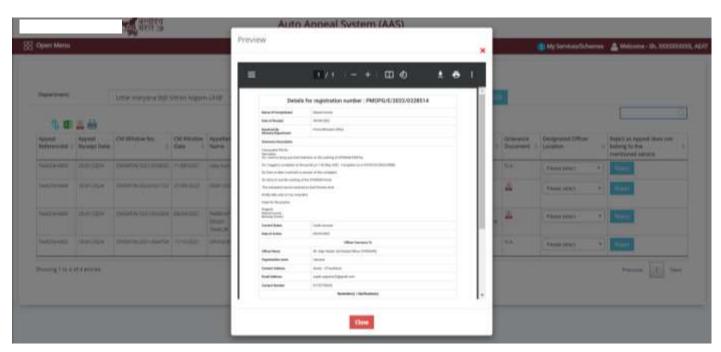
AAS Nodal Officer can perform following actions:

- i) Assign Designated Officer
- ii) Reject Appeal

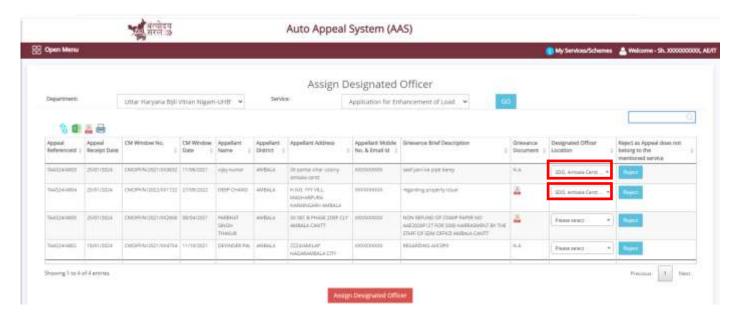
# i) Assign Designated Officer:



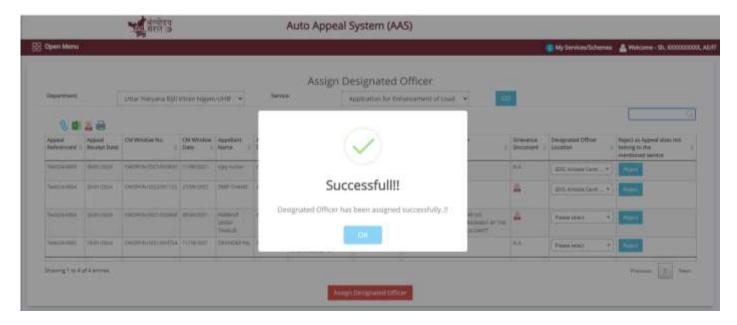
These records contains Appeal Reference Id, Appeal date and CM Window grievance related details. On clicking icon under Grievance Document, CM Window document can be previewed as below:



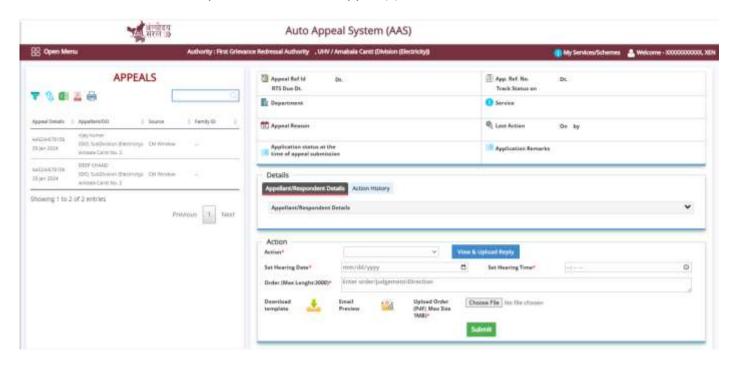
Select Designated Officer against each row as shown below:



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



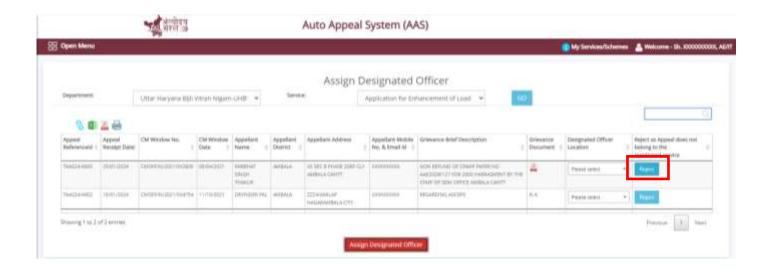
Now Designated Officer is successfully assigned and these Appeal(s) would be visible in 1<sup>st</sup> GRA login as shown below and he/she may take action on the appeal(s).



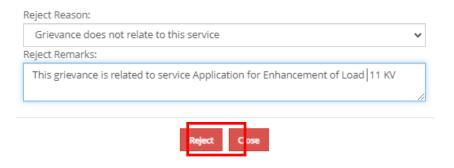
## ii) Reject Appeal:

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

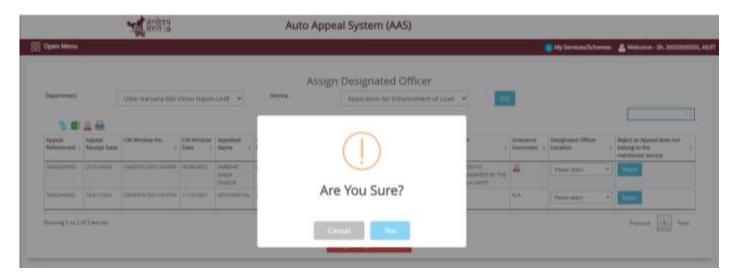
Click on 'Reject' button as shown below:



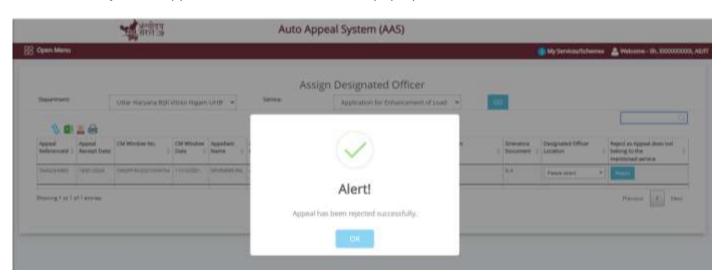
Select Rejection reason and enter remarks and click on 'Reject' button Version 2.2.2



Following message will be shown:



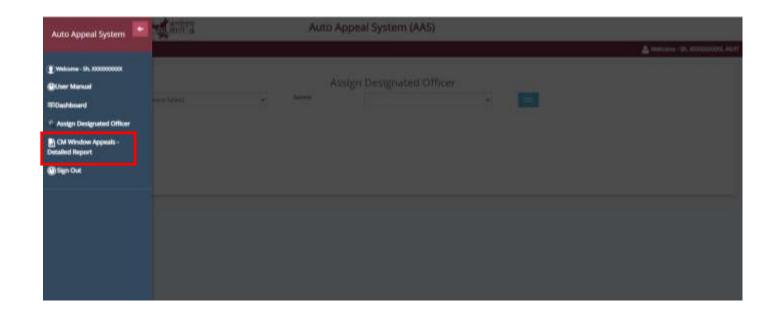
Click 'Yes' to reject the appeal and 'Cancel' to close the pop-up box.

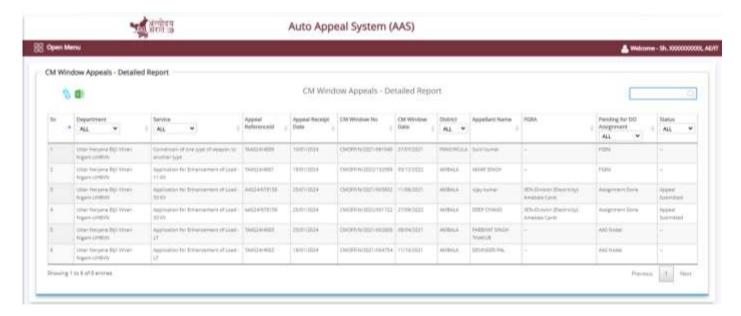


# **Reports:**

CM Window Appeals - Detailed Report: Version 2.2.1

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





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

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

# CM Window Appeals - Monitoring User Version 2.2.1

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

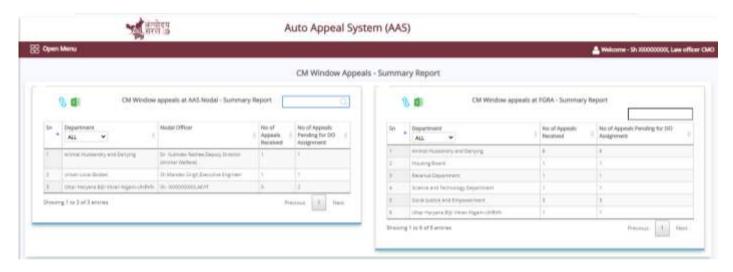
- i. CM Window Appeals Summary Report
- ii. CM Window Appeals Detailed Report

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



Logged in user will land to the following screen:

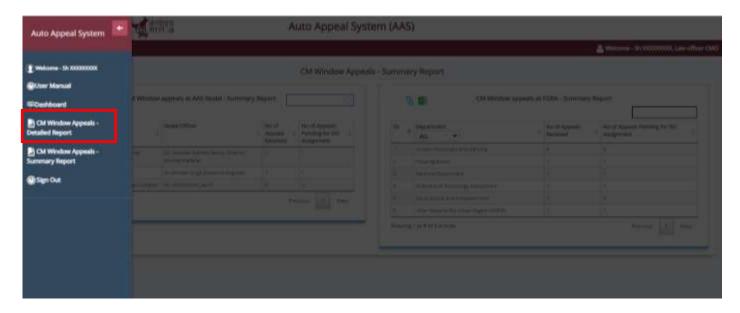
i. CM Window Appeals - Summary Report: It shows summarized information of CM Window appeals.



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

## ii. CM Window Appeals - Detailed Report:

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





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

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

\*\*\*\*\*\*\* End \*\*\*\*\*\*\*