

HARYANA RIGHT TO SERVICE COMMISSION
SCO No. 38-39, SECTOR 17-A, CHANDIGARH
Website: www.haryana-rtsc.gov.in

NOTICE

No. 764

Dated: 2/7/2021

Suo moto notice under Section 17 of The Haryana Right to Service Act, 2014

1. Whereas 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. Whereas it is the duty of the Commission to ensure proper implementation of this Act and for this purpose, the Commission may:
 - i) 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;
 - ii) 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;
 - iii) 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;
 - iv) recommend changes in procedures and process re-engineering for delivery of services which may make the delivery more transparent and earlier;

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;

- v) recommend additional services to be notified under section 3 and may also suggest modification in the notifications already issued for better implementation of this Act;

- vi) 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;
- vii) 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;
- viii) 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. The Commission shall, while inquiring into any matter under this section, have the same powers as are vested in a Civil Court while trying a suit under the Code of Civil Procedure, 1908, in respect of the following matters, namely:-
 - i) summoning the parties;
 - ii) receiving oral evidence on oath or written evidence on affidavits;
 - iii) requiring the discovery and inspection of documents;
 - iv) requisitioning of any public record from any office;
 - v) obtaining copies of record from any court in accordance with law;
 - vi) issuing summons for examination of witnesses or documents; and
 - vii) any other matter, which may be prescribed.

3. Whereas 26 services of Power Department have been notified with varying timelines. One of the most important services notified by the Power Department is 'Normal Fuse off Call' for which 4 hours have been prescribed in cities and towns and 16 hours have been prescribed in rural areas. There have been reports that the power failure complaints are not being attended in time in some cases and the notified timelines are being breached in respect of other notified services as well. Therefore, it has been decided by the Commission to initiate *suo moto* inquiry in respect of the following:-

- a) To ascertain whether following services notified at Sr.No. 50 to 56 have been delivered to the complainants who lodged their complaints either on the Power Department's helpline NO.1912 or by calling / visiting the complaint centres of DHBVN from 1st June, 2021 to 30th June, 2021:-

Sr. No.	Name of Service	Given Time Limit (working days)
50	Normal fuse off call In Cities and Town	4 hours
	Rural Area	16 hours
51	Overhead line breakdowns Cities and Towns	8 hours
	Rural Area	16 hours
52	Overhead line breakdowns due to breakage of poles.	Cities and Towns Within 24 hours
53	Underground cables breakdown Cities and Towns	48 hours
	Rural Area	48 hours
54	Distribution Transformer failure Cities and Towns	24 hours
	Rural Area	48 hours
55	Major Power failure involving power transformer/ equipment.	7 days Alternate arrangement to restore the supply in the affected area to be within 24 hours.
56	Period of Schedule outage	Not to exceed 8 hours in any day
	a) Maximum duration in a single stretch	
	b) Restoration supply	By 6 PM on any day

- ii) In cases where any of the above services has not been delivered in time, to ascertain names of the officials responsible for non-delivery of services or delay in delivery of services for the purpose of deciding whether any action for imposition of penalty / recommendation of departmental action is called for.
- iii) 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, the Commission hereby directs the MD, DHBVN, Hisar, to furnish the information pertaining to receipt of applications from 1st June, 2021 to 30th June, 2021 by 16th July, 2021 in respect of notified services at Sr. Nos. 50 to 56 (as detailed above) as under:

Sr. No.	Name of notified service	No. of applications received	No. of applications disposed of within notified timeline (include	No. and details of applications disposed of after RTS timelines. (include detailed information in	Reasons for delay / non delivery in each case

			detailed information in Annexure).	Annexure).	
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4. Whereas rule-4 of the Haryana Right to Service Rules-2014 provides as under:-

(1) The record of service applied for shall be maintained by the Designated Officer in Form 'A'.

(2) The Administrative Department concerned shall prepare an application form for every service along with a check list of the documents required to be enclosed therewith.

(3) All documents relating to the services, application form and documents required for obtaining it, shall be displayed on the notice board by the Designated Officer, the Grievance Redressal Authorities and by the incharge of e-disha Kendra, outside their offices or any other conspicuous place in the office area.

The Commission directs the MD, DHBVN, Hisar to confirm whether record of the notified services at Sr. No. 50 to 56 has been maintained by each designated officer in form-A (copy enclosed) or not and whether the information has been displayed by the each Designated Officer, the Grievance Redressal Authorities or not?

5. Further, in exercise of powers of Civil Court conferred upon the Haryana Right to Service Commission, by Section 17(3)(a) of the Haryana Right to Service Act, 2014, to conduct this Inquiry, the Commission further directs, MD, DHBVN, Hisar to appear before Shri T.C. Gupta, IAS (Retd.), Chief Commissioner of the Commission either in person or through Video-Conference at 11.00 am on 19th July, 2021 for further proceedings in this inquiry. *This issues with the approval of the*

Chief Commissioner HRTSC.

For Haryana Right to Service Commission

Meenaxee Raj
(Meenaxee Raj), HCS
Secretary,

Haryana Right to Service Commission.

CC: A copy is forwarded to the Additional Chief Secretary to Govt. Haryana, Power Department for information and necessary action.