

'AUTO APPEAL SOFTWARE TO HASTEN DELIVERY OF SERVICES IN HARYANA'

CHANDIGARH: An auto appeal software (AAS) was launched on Wednesday to ensure that citizens get delivery of services by government departments in a time bound manner in Haryana.

Chief minister Manohar Lal Khattar said this will bring transparency and accountability in government functioning.

The software of the Haryana Right to Service Commission will ensure that if a government department fails to deliver a service to a citizen within a stipulated time period under the Right to Service Act, the matter will get auto escalated to an appellate authority.

The commission, constituted under the Haryana Right to Service Act, aims to provide delivery of service to citizens in a time-bound manner. RTSC chief commissioner TC Gupta said if the service still remained undelivered, the application will get escalated to a higher authority and so on to the RTSC. Also, citizens can themselves file an appeal against rejection of a service by a government department, Gupta added.