

Software for auto-filing of appeals launched

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Chief Minister Manohar Lal Khattar today launched Auto Appeal Software (AAS) for automatic filing of appeals in the cases of non-delivery of services on time.

If a service is not delivered within a stipulated time period and that work comes under the purview of the Right to Service Act, then the application under the AAS will go to the appellate authority. If the work is still pending, then the application will go to the higher authority. If work remains pending at both levels, then the application will come to the Right to Service Commission.

On the occasion, the CM said: "Today is a revolutionary day in our governance. When I took over in 2014, there used to be a queue of people outside the house and office of the CM, ministers

HOW DOES IT WORK

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and government officers. I used to wonder why people should have to go to government offices for getting their work when it could be done while sitting at home."

He said of about 9 lakh complaints registered on the CM Window, action has been taken on 8.25 lakh, adding that strict action should be taken against officers or employees who do not work within the deadlines.

"AAS is a good start but right now, there is a lack of

awareness among people regarding it. Therefore, there is a need to create awareness by running a campaign that the solution to their problems can be found sitting at home," Khattar reiterated.

At present, of the 546 notified services offered by 38 organisations of 31 departments, a total of 277 services are being provided online through Antyodaya Saral Portal while 269 services are being provided offline.