

Suo-moto Notice

To

The SDO(OP) East,  
Sub- Division, Faridabad

1. The 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. The Section 17 of Haryana Right to Service Act, 2014 reads as under:
  - 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: -

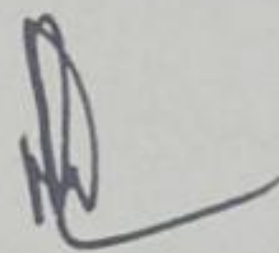
- i) summoning the parties;
- ii) receiving oral evidence on oath or written evidence on affidavits;
- iii) requiring the discovery and inspection of documents;
- iv) requisitioning of any public record from any office;
- v) obtaining copies of record from any court in accordance with law;
- vi) issuing summons for examination of witnesses or documents; and
- vii) any other matter, which may be prescribed.

3. That vide e-mail dated 05.08.2021, Sh. Satish Kumar, R/o #708, Sector-14, Faridabad, Haryana (8851097460) via e-mail: [mazdoormorcha365@gmail.com](mailto:mazdoormorcha365@gmail.com) has applied for solar power system installation regarding online application through contractor on March 12, 2021. The Department accepted his application and no objection whatsoever was raised by the Department qua the said application. On 02.04.2021, the concerned contractor was informed sanction of subsidy for the said meter and the contractor applied to concerned SDO of DHBVN to finish the work of installation of the said meter by May 2021. Time and again the complainant - applicant kept requesting the authorities to do the needful but he was told that the same could not be done due to unavailability of meters. Ultimately, the meter was installed at the house of complainant-applicant only after he himself purchased the meter by spending Rs. 6500/- from his own pocket. After 2 days, Department installed single phase meter in place of a 3 phase meter which was put to correction after 30.07.2021. The complainant has said that he is 70 years old and this act/omission on part of officials of DHBVN has led to acute harassment to him, for which he demands compensation. Based upon this complaint, SE (OP), Operation Circle-23, Faridabad was asked to furnish report by the HRTSC, who vide his e-mail dated 02.09.2021 has stated that **SDO (OP) East, Solar Division Faridabad is responsible for supervisory lapse for not attending to the Consumer grievance timely which as per list of notified services, is a service related to meter complaint at Sr. No. 61. The act of SDO (OP) East, Solar Division Faridabad has led to delay in delivery of a notified service as per the notified timelines.**
4. Thus, 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, a suo-moto notice is hereby issued to **SDO(OP) East, S-Division Faridabad** to furnish the complete information pertaining to case of Sh. Satish Kumar, R/o #708, Sector-14, Faridabad, Haryana (8851097460) via e-mail: [mazdoormorcha365@gmail.com](mailto:mazdoormorcha365@gmail.com) latest by 12.10.2021.
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 **SDO(OP) East, S-Division**

**Faridabad** to appear before Shri T.C. Gupta, IAS (Retd.), Chief Commissioner of the Commission either in person or through Video-Conference at 10.00 AM on 15.10.2021 for further proceedings in this inquiry.

Given under my hand and the seal of the Commission this 1<sup>st</sup> day of October, 2021.

BY ORDER OF THE HARYANA RIGHT TO SERVICE COMMISSION AT CHANDIGARH.




(Meenaxee Raj)  
Secretary  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. HRTSC/SM-28/Power/2021

Dated: 01.10.2021

A copy is forwarded to Sh. Satish Kumar, R/o #708, Sector-14, Faridabad, Haryana (8851097460) via e-mail: [mazdoormorcha365@gmail.com](mailto:mazdoormorcha365@gmail.com) for information.



(Meenaxee Raj)  
Secretary  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)