



HARYANA RIGHT TO SERVICE COMMISSION
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017
E-mail: rtsc-hry@gov.in Telephone: 0172-2711050

No. HRTSC/ SM-73/Transport/1355

Dated 07.04.2022

To

Sh. Amitabh Singh Dhillon, IPS,
Transport Commissioner, Haryana
E-mail: stcharyana@hry.nic.in

Subject: - Orders regarding Suo-moto notice no. HRTSC/SM-73/Transport/0455 dated 08.02.2022.

I am directed to forward herewith a copy of the order dated 06.04.2022 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance.

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

Encl: as above.



(Sube Khan)

Under Secretary-cum-Registrar
For Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in

Endst. No.HRTSC/SM-73/Transport/1356

Dated: 07.04.2022

A copy of the above is forwarded to M/s Garg Auto Care, Bye Pass Road, Palwal (Complainant) for information.

(Sube Khan)

Under Secretary-cum-Registrar
For Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in



Interim Orders

[In respect of suo moto notice no. HRTSC/SM-73/Transport/0455 dated 08.02.2022 issued to Transport Commissioner, Haryana]

Reply has been received vide memo no. 246 dated 17.03.2022 from Sh. Amitabh Dhillon, IPS, Transport Commissioner, Haryana wherein the Commission was apprised that the delay in furnishing the information related to pending applications for modification of the vehicle was on account of technical problems relating to generation of the required report from the Parivahan Portal. The report was furnished on 15.03.2022 by NIC to the respondent. On the perusal of the report by the respondent, it was found that 4567 applications were pending for approval at the level of state admin. The respondent submitted that the authority for modification of vehicle details was initially vested with the concerned Registering Authority which used to make corrections in erroneous entries in Parivahan Portal, the errors having been made in data entry at the time of registration of vehicle or at the time of entry of legacy data of old vehicle. He further submitted that the timeline for delivery of aforesaid service under the Right to Service Act, 2014 was proposed and approved on the premise that the service was to be provided at the level of the local Registering Authority. It was also mentioned that in the year 2021, a series of vehicle registration frauds were detected wherein the chassis number of the vehicle recorded in the Parivahan Portal, was altered to allow re-registration of vehicles without obtaining NOC from the original owner and the concerned registering authority. In pursuance of the same, MORTH issued directions to NIC to restrict the power of allowing modification of vehicle details in Parivahan Portal to State Admin. The aforesaid decision by MoRTH poses following challenges for disposal of applications pertaining to modification of vehicle details: -

- i. The transfer of concentrated work load of 98 authorities to a single point, i.e. the Transport Commissioner as there is no option of delegation of authority in the portal
- ii. The application process requires the applicant to deposit requisite fee with the Registering Authority which then verifies the validity and grounds for the proposed modification of vehicle details by physical inspection of the vehicle through MVI and the inspection of supporting documents- Form No 20,21,22, attested invoice etc. After that, the application is pushed to the State Admin for approval. Initially some of the applications pertaining to SDM-cum-Registering Authority, Charkhi Dadri were approved by the respondent but when scrutinized, the concerned office was unable to produce relevant documents for each modification application.

- iii. The Parivahan Portal does not have provision for the Registering Authority to upload supporting documents while pushing the application to the State Admin for approval. The documents are being sent separately through email thereby creating additional work load for the concerned dealing hand. NIC was requested vide letter dated 28.10.2021 to create the required provision but has failed to make the necessary changes in Parivahan Portal.
- iv. The verification of applications and supporting documents at the level of the office of Transport Commissioner revealed that authorities are pushing applications to State Admin without calling for the supporting documents. In all such cases where deficiency is noticed, the Registering Authority is directed to furnish further information and supporting documents to enable the State Admin to decide the application. The application continues to be reflected as pending at the level of State Admin during the time taken by the Registering Authority for furnishing the required documents.
- v. The verification of applications has also revealed numerous instances where the State Admin does not have the power to approve the desired modification and the same has to be done at the level of NIC after generation of ticket by the registering authority.

It was also informed to the Commission that the respondent has deputed a team of one Assistant and three Clerks under the supervision of a Gazetted Officer to process the pending applications expeditiously to reduce pendency.

2. Considering the facts of the case, it is evident that RTS timeline of 30 days for the delivery of the service 'Alteration of Vehicle' notified at serial no. 243 under Haryana Right to Service Act, 2014 which was fixed on the premise that the service was to be provided at the level of the local Registering Authority, can't be adhered to as the aforesaid service is now delivered by the state headquarters. However, for efficient and time bound delivery of notified service, some timeline needs to be fixed in which the State HQ will be able to scrutinize an application for the said service and deliver the same to eligible persons. In light of these circumstances, the case is adjourned for final disposal, till the Department submits a proposal for change in the RTS timeline for the service in view of changed circumstances to the Administrative Reforms Department with a copy to the Haryana Right to Service Commission. It is expected that this proposal will be sent by 30.04.2022.

Dated: 6th March, 2022

April

