HARYANA RIGHT TO SERVICE COMMISSION
SCO No- 38-39, SECTOR 17A (2nd& 3rd floor) CHANDIGARH- 160017

No. HRTSC/File no. 99/SM-145/1463 **Dated:** 15.04.2022
Post & E-mail

Suo-motoNotice

To

Lt. Col. Aman Singh ,
Welfare Officer,
Sainik and Ardh Sainik Welfare Office, Gurugram.
E-mail: zsbggn@gov.in

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. On perusal of the District-wise, service-status of applications from Antyodaya SARAL Portal received by the Department of Sainik and Ardh Sainik Welfare for the period from 01.07.2020 to 30.06.2021, it was found that total 27 applications were completed outside RTS out of which 14 applications were rejected outside RTS and in 13 applications, service was completed outside RTS. It was observed that for District Gurugram, four applications related to service no.310 were rejected outside RTS timelines (as enclosed), for which you, Welfare Officer, District Sainik & Ardh Sainik Welfare Office, Gurugram being the Designated Officer are responsible for delay in delivery of notified services. Taking cognizance of the issue as it is a notified service at serial no.310 for which notified timeline is 60 working days, this Suo Moto notice is hereby issued to you, Lt. Col. Aman Singh, Welfare Officer, District Sainik & Ardh Sainik Welfare Office, Gurugram to decide as to why a penalty of Rs.20,000 may not be imposed upon you and a compensation of ₹5000 may not be paid to the applicant in each case for your act of omission & leading to delay in delivery of notified service in the enclosed list of cases.

4. 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, you, Lt. Col. Aman Singh, Welfare Officer, District Sainik & Ardh Sainik Welfare Office, Gurugram are directed to furnish the reply pertaining to this case by 30.04.2022 through email at rtsc-hry@gov.in.

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 you, Lt. Col. Aman Singh, Welfare Officer, District Sainik & Ardh Sainik Welfare Office, Gurugram to appear before Shri T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, either in person or through Video-Conference at 11:30 AM on 06.05.2022 for further proceedings in this inquiry.

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

Haryana Right to Service Commission Estd.2014 under HRTSA

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(Sube Khan)
Under Secretary-cum- Registrar,
Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in

Service Name	District Name	Application Number	Action Status	Application Start Date	RTS Date	Last Action Date	File With User	SARAL ID	Location Name
Financial Assistance to Ex Servicemen of and above the age of 60	GURUGRAM	SASWFAEW/2020/00102	Application Rejected	05/10/2020	29/12/2020	02/02/2021	Applicant	SASWFAEW/2020/00102	Welfare Officer DSASW Office(DISTRICT - GURUGRAM)
Financial Assistance to Ex Servicemen of and above the age of 60	GURUGRAM	SASWFAEW/2020/00101	Application Rejected	05/10/2020	29/12/2020	02/02/2021	Applicant	SASWFAEW/2020/00101	Welfare Officer DSASW Office(DISTRICT - GURUGRAM)
Financial Assistance to widows of Ex Servicemen of and above the age of 60	GURUGRAM	SASWFAEW/2020/00105	Application Rejected	08/10/2020	01/01/2021	02/02/2021	Applicant	SASWFAEW/2020/00105	Welfare Officer DSASW Office(DISTRICT - GURUGRAM)
Financial Assistance to widows of Ex Servicemen of and above the age of 60	GURUGRAM	SASWFAEW/2021/00034	Application Rejected	12/03/2021	10/06/2021	15/06/2021	Applicant	SASWFAEW/2021/00034	Welfare Officer DSASW Office(DISTRICT - GURUGRAM)