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

No. HRTSC/File no. 108/SH-181/1918 **Dated:**12 **.05.2022**
Post & E-mail

Suo-motoNotice

To

Sh.Naresh Kumar,
Junior Engineer,UHBVN
Kurukshetra

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. Whereas, the Commission in exercise of its power vested under the Act, ask for monthly report from the Department, to monitor the implementation of Right to Service Act. That while examining the December RTS report, certain deficiencies were noted which were duly informed to the UHBVN vide letter dated 10.03.2022. In response, a memo no. Ch.136/ SE/Mon. 300/vol.I dated 18.04.2022 was received from UHBVN. On perusal of the same, the reasons given for delay were found to be not satisfactory for 4 cases (details encl.) for which the Commission has been informed that you, Sh. Naresh Kumar, JE, UHBVN, Kurukshetra are the designated Officer. Taking cognizance of the issue, as it is a **notified service at serial no. 58 namely, Meter Complaints, for which notified period is 7 days,** a suo moto notice is hereby issued to you, Sh. Naresh Kumar, JE, UHBVN, Kurukshetra for 4 cases (as encl.) to decide as to why a penalty of Rs.20,000 may not be imposed upon you and a compensation of Rs.5,000 may not paid to the applicant in each case for your act of omission and leading to delay in delivery of a notified service.

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, Sh. Naresh Kumar, JE, UHBVN, Kurukshetra are directed to furnish the reply pertaining to this case by 27.5.2022 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, Sh. Naresh Kumar, JE, UHBVN, Kurukshetra to appear before Shri T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, either in person or through Video-Conference at 11 am on 1.6.22 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

(Rajiv Prashad, HCS)
Secretary
For Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in

Sr.No	Complaint No	Subdivision	Sub	Name	Complaint Title	Complaint Description	Complaint Date	Status	Date Of Closing	Net days	Name & Designation of Designated Officer.	Reasons of Delay	REMARKS
62	CMPK21000509726	K21 S/div kuruskhetra -i	K21	Ram singh	Meter Complaints	Mere meter ki wire jal gyi hai jiske vajah se bijali nahi aarhi hai. Mere meter ko jal se jal thik kiya jaye	20-12-2021	Closed	04-01-2022	15	Sh. Naresh Kumar JE	Due to delay in site verification.	JE to explain the reason for delay in site verification.
67	CMPK21000505257	K21 S/div kuruskhetra -i	K21	KESHO DEVI	Meter Complaints	MY METER IS BURNING DUE TO SPARKING AND METER IS NOT WORKING PLEASE CHANGE MY METER	11-12-2021	Closed	27-12-2021	16	Sh. Naresh Kumar JE	Due to delay in site verification.	JE to explain the reason for delay in site verification.
68	CMPK25000505222	K21 S/div kuruskhetra -i	K21	KESHO DEVI	Meter Complaints	CUST CONSARN METER BRUNT ISSU METER CHANGE PLZ CHECK THIS CONSARN	11-12-2021	Closed	27-12-2021	16	Sh. Naresh Kumar JE	Due to delay in site verification.	JE to explain the reason for delay in site verification.
69	CMPK21000504029	K21 S/div kuruskhetra -i	K21	CHAMELI DEVI	Meter Complaints	SPARKING HO RAHI HAI OR LIGHT AAGE NAHI JA RHI BHUT DIKKAT AA RHI HAI	08-12-2021	Closed	07-01-2022	30	Sh. Naresh Kumar JE	Due to delay in site verification.	JE to explain the reason for delay in site verification.