



File No. HRTSC/File no. 118/SM-213 /2687

Dated 04.07.2022

To

Sh. Satyawan,
District Social Welfare Officer,
Social Justice & Empowerment Department,
Karnal, Haryana.
E-mail: dswokrl@hry.nic.in

Subject: - Regarding Suo-moto notice no. HRTSC/File no.118/SM-213/2457 dated 15.06.2022.

I am directed to forward herewith a copy of the order dated 01.07.2022 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information.

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/File no. 118/SM-213 /2688

Dated: 04.07.2022

A copy of the above is forwarded to the following:

- 1.The Director General, Social Justice & Empowerment Department, Haryana for information and necessary action.
- 2.The Secretary, CRID for information and necessary action.
3. Smt. Dhanno(Complainant) for information.



(Sube Khan)

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



HARYANA RIGHT TO SERVICE COMMISSION
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160
Website: Haryana-rtsc.gov.in Telephone: 0172-2711050

Final Orders

(In respect of Sua Moto notice no. HRTSC/File no.118/SM-213/2457 dated 15.06.22 issued to Sh.Satyawan, DSWO- Karnal)

1. Smt. Dhanno W/o Sh. Surjit R/o Village Pangla, Tehsil Asandh, Karnal, Haryana had submitted a complaint vide a physical letter that her pension was earlier stopped citing age discrepancy. She further informed that she has been applying for a long time for medical examination but the same was pending even after making multiple applications, causing inconvenience and hardship to the complainant. As it is a **notified service at serial no. 179 namely, Old Age Samman Allowance, for which notified period is 60 days**, a letter no. HRTSC/Comp-125/SJ&E/2022/1677 dated 28.04.2022 was sent to the District Social Welfare Officer, Social Justice & empowerment Department, Karnal, Haryana to furnish action taken/ status report in this regard to the Commission by 19.05.2022. In reference, memo dated 09.05.2022 was received from DSWO, Karnal vide which it was informed that the medical certificate of the complainant was handed over to the her relative on 06.05.2022. It was observed by the Commission that the date of issuance mentioned on medical Certificate was 15.02.2022 and the same was delivered to the complainant after a delay of over 3 months, only after the Commission's intervention. Therefore, to seek explanation regarding the delay, a letter dated 19.05.2022 was sent to DSWO, Karnal. In reference, a reply dated 24.05.2022 was received from DSWO-Karnal but the explanation provided for the delay was found to be not satisfactory. A suo moto notice was thus issued to him to ascertain the reasons for delay and whether a penal action against him under Haryana Right to Service Act, 2014 was warranted. He was asked to submit his reply by 24.06.22 and appear before the Commission for hearing in person or through VC on 28.06.22 (subsequently postponed to 30.06.22).
2. Reply was received from Sh. Satyawan, DSWO, Karnal on 21.06.22 and he appeared for hearing on 30.06.22 through VC. His reply re iterated that the complainant had been informed orally to collect the medical certificate from the DSWO office but the same was collected only on 06.05.22, by when the online application for Old Age Pension scheme had been discontinued. A statement signed from complainant confirming the same and also requesting filing of the complaint was also shared. During the hearing, on being asked why the certificates were in their office in the first place and not delivered to complainant directly by the concerned Medical Board, Sh. Satyawan explained the whole process of age verification by the Medical Board. He informed that such camps are organized once a month only and consequently, tend to have a huge turn out, going up to 200. Further, to avoid any negative reactions from the beneficiaries at the spot, the certificates are prepared by the Medical Board on the subsequent days and then handed over to the DSWO office. He

further informed that there is no provision of sending the certificates to the complainant through post. He also informed that the complainant's case had been put up under the pro-active pension release based on PPP and the same should be hopefully approved within a month.

3. The Commission has considered all the facts and submissions of the case. In view of the explanation provided by Sh. Satyawan and the undertaking of the complainant, this suo moto case is hereby filed with an advisory to Sh. Satyawan to have a more citizen oriented lens in dealing with such issues in future considering that the sections of the Society his office deals with, are in the need of Government's assistance the most. Commission had already recommended to SJE Department to develop a mechanism that allows for Civil Surgeon's office to upload the results of such medical examinations directly on the beneficiary's PPP ID. Such a mechanism would help avoid cases like the one being dealt with. It had been informed by the Department previously that a discussion with CRID regarding the same had already been held. The Commission is conscious of the recent changes in grant of old age pension whereby instead of a citizen applying for the same, it will be disbursed through proactive mode. However, there might be cases where citizens might dispute the age recorded in PPP and their cases might be referred to the Medical Board for opinion. In such an eventuality, this mechanism of uploading the results of such medical examination by the Medical Board on the beneficiary's PPP ID would be of great help and expedite the matters besides bringing in transparency. Director General, SJE and Secretary CRID are requested to examine the suggestion and take necessary action if deemed fit.

1st July, 2022

