

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

No. HRTSC/File no. 137/SM-2022 | 3913
Post & E-mail

Dated: 13.09.2022

To Suo-moto Notice

Sh. Raj Kumar Jajhoriya,
S.E, DHBVN, Narnaul.

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 the Chief Engineer/Commercial, DHBVN, Hisar was directed vide memo no. 1305/Secy/HRTSC/2021 dated 20.08.2021 to share monthly RTS performance reports with the Commission by 10th of every month. The report for April was sent to the Commission vide memo no. Ch-147/370/2015/Vol-IV on 07.07.2022 which was prepared based on data collected from SE/IT, DHBVN, Hisar, SE/CBO, DHBVN, Hisar and all field offices for the month of April-2022. On perusal of the same, it was found that there were 15389 delayed cases in the month of April. Taking cognizance, the list of delayed cases across circles were perused and it was found that for District Narnaul, consecutively for the second month, over 50% of the complaints have been completed outside RTS timelines.(Annexure-I) For almost all cases, reason for delay was either given as Rural complaint marked under Urban or one category of complaint marked under another one. However, 226 cases (Annexure-II) were found to be breaching the RTS timelines even if the revised complaint category/area is considered. Thus, a suo-moto notice is hereby issued to you, Sh. Raj Kumar Jajhoriya, S.E, DHBVN, Narnaul to submit a report for the enclosed 226 cases explaining reasons and officers responsible for delay and further to decide whether any action for recommendation of Departmental action is called for under the Haryana Right to Service Act 2014.
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. Raj Kumar Jajhoriya, S.E, DHBVN, Narnaul are directed to furnish the reply pertaining to this case by 27.09.2022 through email at rtsc-hry@gov.in. The reply should be signed by you and not by anyone on your behalf.
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. Raj Kumar Jajhoriya, S.E, DHBVN, Narnaul to appear before Shri T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, either in person or through Video-Conference at 12.30pm on 29.09.2022 for further proceedings in this inquiry. If, reply is not submitted by 27.09.2022.

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





(Sube Khan)

Under Secretary-cum- Registrar,
Haryana Right to Service Commission
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