

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

No. HRTSC/ *File no. 141/SM-295/4313*
Post & E-mail

Dated: 11.10.2022

Suo-moto Notice

To

Sh. Amit Kumar, HCS,
Estate Officer, HSVP,
Faridabad, Haryana.
E-mail: eofbdhuda12@gmail.com

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, Sh. Kamlesh Kumar, R/o House no. 385, Scheme no.6, Gandhi Nagar, Jind had submitted a complaint vide e-mail dated 18.07.2022(copy encl.) regarding delayed action upon her application dated 26.08.2021 for the Transfer Permission of her Plot no.2424, Sector-62, Faridabad which was caused by delayed PPM updation by the concerned HSVP officials on multiple instances, due to which the extension



charges reflecting on her account statement are inconsistent with the actual amount due. Taking cognizance of the issue as it is a notified service namely "Transfer Permission Letter" under the Haryana Govt. Gaz.(Extra.), dated Dec 3, 2021 with the timeline of 4 days, a letter no. 3079 dated 25.07.2022 followed by reminder letter no. 3461 dated 18.08.2022 was sent to the Estate Officer, HSVP, Faridabad, Haryana to take cognizance and furnish action taken/status report in this regard to the Commission by 10.08.2022 and 30.08.2022 respectively. Since the Commission has not received any reply from you till date, therefore, a suo- moto notice is hereby issued to you, Sh. Amit Kumar, HCS, EO, HSVP, Faridabad for not responding to the Commission's letters to ascertain the reasons for delay in delivery of services and further to decide whether any action for imposition of penalty /recommendation of departmental action is called for.

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. Amit Kumar, HCS, EO, HSVP, Faridabad are directed to furnish the reply pertaining to this case by 19.10.2022 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. Amit Kumar, HCS, EO, HSVP, Faridabad to appear before Shri T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, either in person or through Video-Conference at 10.30 am on 21.10.2022 for further proceedings in this inquiry. If, reply is not sent by 19.10.2022

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



Sube Khan

(Sube Khan)

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

Endst. No HRTSC/ File No. - 141/SM - 295/4314

Dated: 11.10.2022

A copy is forwarded to Sh. Kamlesh Kumar (complainant) to inform him to be present through VC during hearing.

Sube Khan

(Sube Khan)

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