

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

**No. HRTSC/ File no-154/SM- 308/4933**  
**Post & E-mail**

**Dated: 14.11.2022**

**Suo-moto Notice**

To

Mr. Ashok Dangi,  
Secretary, Municipal Council, Bhiwani, Haryana

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. Sh. Bal Krishan had submitted a complaint to the Commission vide e-mail dated 06.09.2022 regarding lack of action by Municipal Council, Bhiwani on his requests for assessment and entry of legal heir in records, in relation to his Property Id numbers 223998 & 223479. He informed that he had submitted a number of complaints to multiple authorities in Bhiwani District and had also submitted a complaint on CM Window vide no. CMOFF/N/2022/054181 but no action had still been taken. Taking cognizance of the issue as it is a notified service, namely, change in owner/occupier in the property tax register, with RTS timeline of 15 working days, a letter no.3956 dated 15.09.2022 followed by reminder dated 07.10.2022 was sent to the Executive Officer, Municipal Council, Bhiwani, Haryana to take cognizance and furnish action taken/ status report to the Commission by 29.09.2022. and 23.10.2022 respectively, for which Commission has not received any reply till date. Owing to EO not being there for large intervals in the council, these letters were confirmed to have been received by the Secretary, Municipal Council, Bhiwani and the same was confirmed telephonically with the Secretary himself. Thus, a suo-moto notice is hereby issued to you, Mr. Ashok Dangi, Secretary, Municipal Council, Bhiwani, Haryana to ascertain the reasons for, delay in delivery of a notified service beyond the prescribed timelines not responding to the Communications of the Commission, to further 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 this case for your act of omission.
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, Mr. Ashok Dangi, Secretary, Municipal Council, Bhiwani, Haryana are directed to furnish the reply pertaining to this case by 30.11.2022 through email at [rtsc-hry@gov.in](mailto: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, Mr. Ashok Dangi, Secretary, Municipal Council, Bhiwani, Haryana to appear before Shri T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, either in person or through Video-Conference at 10.30am on 08.12.2022 for further proceedings in this inquiry.

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



(Hitender Kumar, HCS)  
Secretary

For Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

**Endst. No HRTSC/ File No. 154/ 24-308/ 4934** **Dated: 14.11.2022**

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

(Hitender Kumar, HCS)  
Secretary

For Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)