



HARYANA RIGHT TO SERVICE COMMISSION
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017
E-mail: rtsc-hry@gov.in Telephone: 0172-2711050

HRTSC/File no.125/SM- 247 /4971

Dated: 15.11.2022

To

Sh. Virender Singh Dhull, HCS,
Sub Divisional Magistrate, Panipat

Subject: - Final order regarding Suo-moto notice no. HRTSC/File no.125/SM-247/2905 dated 15.07.2022.

I am directed to forward herewith a copy of the order dated 14.11.2022 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance.

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

Encl: as above.



S Khan

(Sube Khan)

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



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Final Orders in respect of following Suo Moto Notices: -

1. **HRTSC/ File No. 125/SM-243** Issued to Sh. Satyawan Singh Maan HCS, Sub Divisional Magistrate, Safidon, Jind
2. **HRTSC/ File No. 125/SM-247-** Issued to Sh. Virender Dhull HCS, Sub Divisional Magistrate, Panipat.
3. **HRTSC/ File No. 125/SM-248-** Issued to Sh. Sushil Kumar HCS, Sub Divisional Magistrate, Jagadhari, Yamunanagar.

1. On perusal of the service delivery report of applications on Antyodaya SARAL portal pertaining to Transport Department as on 19.06.2022, it was found that 1570 applications were under process which were outside RTS. Out of these applications, 30 applications were found with a delay of 30 days or more. Taking cognizance of the issue, since delay was caused in the delivery of services notified under Haryana Right to Service Act, 2014, suo moto notices dated 15.07.2022 were issued to Designated officers in respect of all the 30 cases.

2. All replies were received from the respondents. After careful consideration of the same, final orders dated 14.10.2022 were issued in 10 cases and interim orders dated 14.10.2022 were issued in 3 cases as the replies received in these 3 cases were not satisfactory and thus, a hearing dated 19.10.2022 was scheduled for these 3 respondents.

3. During the hearing, Sh. Satyawan Singh Maan HCS, Sub Divisional Magistrate, Safidon, Jind made reference to a letter dated 18.10.2022 sent by him to the Commission. He submitted in his reply that the delay in delivery of service for Issuance of learner driving license for these 6 applications was caused due to data mismatch of the applicants such as photo, name, date of birth etc. After verification was done, these applicants were issued their licenses. 2 applicants also gave their written satisfaction. Rest 4 applicants were out of station and thus they couldn't visit the respondent's office to provide their written satisfaction. The current status for these applications is 'Completed'.

4. During the hearing, Sh. Virender Dull HCS, SDM Panipat, was asked about the reasons for the delay in delivery of service and the actual date on which the application was made. The respondent was confused if the date of application was 05.05.2022 or 19.05.2022 and was unable to answer the Commission's queries satisfactorily. Thus, a written reply was sought from the respondent in this matter by the end of the day. A written reply dated 19.10.2022 was received from the respondent in which it was stated that the applicant made his application on 5.05.2022 bearing application number HR22050531 for delivery of 3 services. However, since the charges for availing the services are levied electronically and the applicant had only cash with him, the fees couldn't be deposited. A written declaration from the computer operator was also attached in the reply confirming the above fact. The applicant submitted the fees electronically on 19.05.2022 and it was stated in the reply that the

application will be presumed to be dated 19.05.2022 as the fees was deposited on 19.05.2022. The current status of all the 3 services in question currently shows 'Completed'.

5. During the hearing, Sh. Sushil Kumar, HCS, Sub Divisional Magistrate, Jagadhari, Yamunanagar submitted before the Commission that for application number 1775965022 regarding renewal of driving license service, while approving the application there was a red flag in name change and address change service and thus they were not able to approve the application. In order to resolve this issue, technical team of STC was informed and as per their suggestion, the application was approved after making a backlog in this service. For application number 1784404622 and 1786097122 regarding issuance of duplicate driving license, similar issues were faced and the applications were approved after making a backlog in these services. The Commission sought a written reply for the above details provided during the hearing and the same was provided by SDM, Jagadhari, Yamuna Nagar through a letter dated 19.10.2022. The current status for these applications shows 'Completed'

6. The Commission has carefully considered all the facts and submissions of the cases as well as the submissions made during the hearing. The following table lists the order against each suo moto case:

Sr. No	Suo-Moto Notice Number	Name of the officer to whom the notice was issued	Final Orders
1	HRTSC/ File No. 125/SM-243	Sh. Satyawan Singh Maan HCS, Sub Divisional Magistrate, Safidon, Jind	The Commission has considered the submissions of the case and is satisfied with the reasons submitted by the respondent. The Suo-moto notice is hereby filed.
2	HRTSC/ File No. 125/SM-247	Sh. Virender Dhull HCS, Sub Divisional Magistrate, Panipat.	The Commission has considered the submissions of the case and is satisfied with the reasons submitted by the respondent. The Suo-moto notice is hereby filed.
3	HRTSC/ File No. 125/SM-248	Sh. Sushil Kumar HCS, Sub- Divisional Magistrate, Jagadhari, Yamunanagar	The Commission has considered the submissions of the case and is satisfied with the reasons submitted by the respondent. The Suo-moto notice is hereby filed.

Thought the suo moto notices in all the above three cases are being filed, the respondents are directed to deliver the notified services in time and send appropriate replies to the Commission when asked for.

14th November, 2022

