

**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. 153 / 24-311 / 4996**  
**Post & E-mail**

**Dated: 17.11.2022**

**Suo-moto Notice**

To

Dr. Vandana Disodia,  
Nodal Officer HRTS  
-cum-Additional Director (HR-Cell),  
Micro, Small and Medium Enterprise(MSME)

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. Jitender Kumar had submitted a complaint vide e-mail dated 28.04.2022 that he had applied for the grant of freight assistance scheme for the FY 2019-20 on 30.06.2020 and an amount of Rs.161422/- was sanctioned on 09.10.2020 but he has not received the payment of the same till date. Taking cognizance of the issue as it is a notified service at no.112W, namely, Freight Assistance Scheme (iii) Disbursement with RTS timeline of 45+7+7 working days, a letter no.3439 dated 16.08.2022 was sent to the Joint Director, MSME,



Haryana to take cognizance and furnish action taken/ status report to the Commission by 25.08.2022. In reference, a memo No. 14089 dated 25.08.2022 was received from the Nodal Officer HRTS-cum-Additional Director (HR-Cell) vide which it was claimed by the Department that the payment was made in August, 2021. However, an e-mail dated 01.09.2022 received from the complainant informed that they had not in fact received the benefit. They also shared the bank statement showing the same. Therefore, a letter no.3946 dated 15.09.2022 followed by reminder dated 06.10.2022 were issued to the Joint Director, MSME, to inquire into the same and send a report to the Commission by 27.09.2022 and 20.10.2022 respectively. However, the Commission has not received any reply till date. Thus, a suo-moto notice is hereby issued to you, Dr. Vandana Disodia, Nodal Officer HRTS-cum-Additional Director (HR-Cell), MSME to ascertain the reasons for not responding to the Communications of the Commission, delay in delivery of notified service beyond the prescribed timelines and 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, Dr. Vandana Disodia, Nodal Officer HRTS-cum-Additional Director (HR-Cell), MSME are directed to furnish the reply pertaining to this case by 05.12.2022 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, Dr. Vandana Disodia, Nodal Officer HRTS-cum-Additional Director (HR-Cell), MSME to appear before Shri T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, either in person or through Video-Conference at 11:30 am 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. 153 / SM- 311 / 4997**

**Dated: 17.11.2022**

A copy is forwarded to Sh. Jitender Kumar (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)