

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

No. HRTSC/ File no. 161 / SM- 327/5400
Post & E-mail

Dated: 19.12.2022

Suo-moto Notice

To

Sh. R.S. Dhillon, IAS,
Director,
Social Justice & Empowerment Department, 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;

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. Kishori Lal R/o Mahendergarh had submitted a complaint vide letter dated 22.06.2022 (copy enclosed) informing that they hadn't received their Old Age Pension since September, 2021. The complainant had attached a letter dated 24.12.21 written by DSWO-Narnaul to the SJE HQ informing that earlier the income of the complainant had been shown as Rs. 5,00,000 (because of which the pension was stopped it seems) but the complainant had got the same corrected to



Rs.50,000. Taking cognizance of the issue as it is a notified services at no.179 namely 'Old age Samman allowance(pension scheme)' a letter no.3467 dated 18.08.2022 followed by reminder dated 08.09.2022 was sent to the Director, Social Justice & Empowerment Department, Haryana to take cognizance and furnish action taken/ status report to the Commission by 30.08.2022 and 24.09.2022 respectively. In reference, memo no.12480 dated 22.09.2022 was received vide which it was informed that the pension of the complainant was stopped owing to higher income shown on PPP earlier and revised data has now been received from CRID, based on which pension will be disbursed to the complainant from September, 2022. Subsequently, a letter no.4275 dated 06.10.2022 followed by reminder dated 09.11.2022 were sent to the Director, Social Justice & Empowerment Department, Haryana to explain as to why the correction had not been effected on receipt of letter dated 24.12.2021 from DSWO-Narnaul, seeking reply by 22.10.2022 and 20.11.2022 respectively. The Commission has not received any reply till date. Thus, a suo-moto notice is hereby issued to you, Sh. R.S. Dhillon, IAS, Director, Social Justice & Empowerment Department, Haryana to ascertain the reasons for not responding to the Communications of the Commission, delay in delivery of notified service 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, Sh. R.S. Dhillon, IAS, Director, Social Justice & Empowerment Department, Haryana are directed to furnish the reply pertaining to this case by 30.12.2022 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. R.S. Dhillon, IAS, Director, Social Justice & Empowerment Department, Haryana to appear before Shri T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission, either in person or through Video-Conference at 10.30 am on 05.01.2023 for further proceedings in this inquiry, **if reply is not sent by 30.12.2022.**

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

Encl: As above



(Hitender Kumar, HCS)
Secretary

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

Endst. No HRTSC/ file no. 161 / 5M- 327 / 5401

Dated: 19.12.2022

A copy is forwarded to Sh. Kishori Lal (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