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

ESTD. 2014 UNDER THE HARYANA RIGHT TO SERVICE ACT

HRTSC/ File no.126/SM-263/ 324 **Dated:** 20**.01.2023**

To

Sh. Jagdev Singh,
the then DWO Nuh(now posted in Narnaul)

Subject: - Final order regarding Suo-moto notice no. HRTSC/ File no.126/SM-263/3225 dated 27.07.2022.

I am directed to forward herewith a copy of the order dated 19.01.2023 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.

Haryana Right to Service Commission Estd. 2014 under HRTSA

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

Endst. No. HRTSC/ File no.126/SM-263/ 325 **Dated:** 20**.01.2023**

A copy is forwarded to the Director, SCBC Deparment, Haryana for information.

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

HARYANA RIGHT TO SERVICE COMMISSION
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Website: www.haryana-rtsc.gov.in Telephone: 0172-2711050

Final Order in Respect of Suo-Moto Notices No:

1. HRTSC/File no.126/SM-256/3218 dated 27.07.2022 issued to Sh. Sushil Sharma, the then DWO, Fatehabad.
2. HRTSC/File no.126/SM-257/3219 dated 27.07.2022 issued to Sh. Vinod Kumar Chawla, the then DWO, Fatehabad (Now posted in Kaithal).
3. HRTSC/File no.126/SM-258/3220 dated 27.07.2022 issued to Sh. Lal Chand, DWO, Fatehabad.
4. HRTSC/File no.126/SM-259/3221 dated 27.07.2022 issued to Ms. Shweta Sharma, DWO, Jhajjar.
5. HRTSC/File no.126/SM-260/3222 dated 27.07.2022 issued to Ms. Renu Sisodiya, the then DWO, Karnal (Now posted in Rohtak).
6. HRTSC/File no.126/SM-261/3223 dated 27.07.2022 issued to Sh. Kamal Kumar, the then DWO, Karnal (Now posted at Kurukshetra).
7. HRTSC/File no.126/SM-262/3224 dated 27.07.2022 issued to Ms. Deepika Sarsar, the then DWO, Narnaul (Now posted at Charkhi Dadri).
8. HRTSC/File no.126/SM-263/3225 dated 27.07.2022 issued to Sh. Jagdev Singh, the then DWO, Nuh (Now posted at Narnaul).
9. HRTSC/File no.126/SM-264/3226 dated 27.07.2022 issued to Sh. Devender Singh, the then DWO, Panipat (Now posted at Bhiwani).
10. HRTSC/File no.126/SM-265/3227 dated 27.07.2022 issued to Sh. Jaipan Singh, DWO, Panipat.
11. HRTSC/File no.126/SM-266/3228 dated 27.07.2022 issued to Ms. Vandana Sharma, the then DWO Faridabad (now promoted to the post of Deputy Director, in Head Office, Panchkula).
12. HRTSC/File no.126/SM-267/3229 dated 27.07.2022 issued to Sh. Shish Pal, DWO, Ambala.
13. HRTSC/File no.126/SM-268/3230 dated 27.07.2022 issued to Ms. Krishna, DWO, Karnal.

1. A review meeting was held under the Chairmanship of the Chief Commissioner, HRTSC on 30.07.2021 which was attended by Ms. Renu Phulia, IAS, the then DG, Welfare of Scheduled Castes and Backward Classes Dept. along with Ms. Amneet P. Kumar, IAS, the then MD, Scheduled Castes Finance Development Corporation Ltd. and Sh. Mani Ram Sharma, IAS, the then MD, Backward Classes & Economically Weaker Sections Kalyan Nigam. Thereafter, the minutes of the meeting were forwarded to the Principal Secretary to Govt, Haryana, Welfare of SCs & BCs Department vide which the Commission had directed the DG, WSCBC to intimate the details of 10 most delayed cases pertaining to every service along with the names and designations of designated officers by 10.08.2021. In response, an email dated 11.08.2021 was received vide which requisite information was provided but the same was found to be not satisfactory. In due course, communications dated 15.12.2021, 28.03.2022, 04.04.2022 were received which were not found to be satisfactory and no. of meetings dated 08.12.2021, 22.03.2022, 29.03.2022, 06.04.2022 were held vide which the

Department was directed to provide the correct information. Finally, memo dated 12.04.2022 and 12.05.2022 were received from the Nodal Officer (Antyodaya Saral) for the DG, WSCBC Dept. vide which data regarding the 10 most delayed cases during 01.07.2020 to 30.06.2021 for 6 online services and 1 offline service was provided. Further, a letter dated 17.06.2022 was issued to the Director, Welfare of SCs & BCs to ascertain the names and incumbency of DWOs and the same were provided vide memo dated 30.06.2022. On perusal of the replies, it was found that the following District Welfare Officers were responsible for the delay in delivery of notified services during their incumbency in the concerned cases. Therefore, suo-moto notices were issued to them vide letters dated 27.07.2022 as follows:

Sr No.	Suo Moto Notice issued vide	Name and designation of Officer	District to which the cases in question pertained to	Number of Cases for which Suo Moto issued
1	HRTSC/File no.126/SM-256/3218	Sh. Sushil Sharma, DWO Sirsa & erstwhile DWO Fatehabad	Fatehabad and Sirsa	4 cases
2	HRTSC/ File no.126/SM-257/3219	Sh. Vinod Kumar Chawla, DWO Kaithal & erstwhile DWO Fatehabad & Mahendargarh	Fatehabad and Mahendargarh	3 cases
3	HRTSC File no.126/SM-258/3220	Sh. Lal Chand, DWO Fatehabad	Fatehabad	2 cases
4	HRTSC/ File no.126/SM-259/3221	Ms. Shweta Sharma, DWO Jhajjar and erstwhile DWO Sonipat	Jhajjar and Sonipat	4 cases
5	HRTSC/File no.126/SM-260/3222	Ms. Renu Sisodiya, DWO Rohtak and erstwhile DWO Karnal & Sonipat	Rohtak, Karnal & Sonipat	8 cases
6	HRTSC/File no.126/SM-261/3223	Sh. Kamal Kumar, DWO Kurukshetra and erstwhile DWO Karnal & Yamunanagar	Kurukshetra, Karnal & Yamunanagar	12 cases
7	HRTSC/File No. 126/SM-262/3224	Ms. Deepika Sarsar, DWO Charkhi Dadri and erstwhile DWO Narnaul	Charkhi Dadri & Narnaul	1 case
8	HRTSC/File No. 126/SM-263/3225	Sh. Jagdev Singh, DWO Narnaul and erstwhile DWO Nuh, Faridabad & Palwal	Narnaul, Nuh, Faridabad & Palwal	14 cases
9	HRTSC/File No. 126/SM-264/3226	Sh. Devender Singh, DWO Bhiwnai and erstwhile DWO Panipat	Bhiwani & Panipat	2 cases
10	HRTSC/File No. 126/SM-265/3227	Sh. Jaipan Singh, DWO, Panipat	Panipat	9 cases
11	HRTSC/File No. 126/SM-266/3228	Ms. Vandana Sharma, Deputy Director, in Head Office, Panchkula and erstwhile DWO Faridabad	Gurugram & Faridabad	14 cases
12	HRTSC/File No. 126/SM-267/3229	Sh. Shish Pal, DWO Ambala	Ambala	4 cases
13	HRTSC/File No. 126/SM-267/3229	Ms. Krishna, DWO Karnal	Karnal	5 cases

2. All DWOs were directed to send their replies in the matter by 22.08.2022. Accordingly, responses to the suo-moto notices were received from them as detailed under:

I. Sh. Sushil Kumar, erstwhile DWO Sirsa & Fatehabad vide letter dated nil submitted the particulars of the delayed cases as follows:

- Dr. Ambedkar Awaas Naweenikaran Yojana-
  1. 30.03.21: Application dated 25.02.21 was sent back due to the non-submission of Family ID & photograph of the house
  2. 10.8.21: Documents resubmitted by applicant & application approved on 25.9.21
  3. 11.9.21 to 7.11.21: Other additional appointments of the Respondent as duty magistrate on 12 days during this period
  4. 28.9.21 to 5.11.21: Model code of conduct in Ellenabad constituency
  5. 5.10.21: Application (then outside RTS) put on hold for random checking by the DWO
  6. 2.11.21 to 8.11.21: DWO's duty in tour programme of the Hon' Governor of Odisha
  7. 9.11.21 to 10.11.21: DWO on Medical leave
  8. 11.11.21 to 20.11.21: Random checking of applications completed by DWO
  9. 21.11.21 to 22.11.21: DWO made duty magistrate by DC
  10. 23.11.21: Bill generated by DWO
  11. 24.11.21: Bill sent to treasury
  12. 25.11.21: EPS generated
  13. 26.11.21: Benefit granted to the applicant

It had further been submitted that since the extension of the eligibility of this scheme to all the BPL persons from all castes/categories vide letter dated 20.08.21, the quantum of applications received also increased manifold which had been the cause of delay in disposal.

- Dr Ambedkar Medhavi Chattr Yojana-

It was submitted that the benefit pertaining to the application dated 18.9.20 was approved on the same day & the benefit was disbursed on 19.11.20 after bill generation on 10.11.20, followed by EPS dated 18.11.20. However, the Payment Disbursed Status was not working at that time due to technical issues & the date is being reflected as 14.12.20 for the same. Further details about the Respondent's medical leaves between 25.08.20 & 2.10.20 due to Covid 19 & the additional charge of Fatehabad from 25.10.19 to 20.10.20 were also submitted.

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II. Sh. Vinod Chawla, erstwhile DWO Fatehabad, now DWO Kaithal vide letter dated 22.08.2022 submitted the particulars as follows:

- Dr Ambedkar Medhavi Chattr Yojana-

The application dated 15.09.20 was sent back by the dealing Statistical Assistant on 03.11.20 due to the missing Matriculation certificate in the uploaded documents. After re-submission by the applicant dated 9.11.20, the application was again sent back by the S.A on 20.11.20 due to missing Caste & Haryana Resident certificates. The applicant further re-uploaded all documents on 24.11.20, & the same was approved by the S.A on 2.12.20 & put up to the DWO on 12.10.20. (as a combined record of 118 applicants) After approval & sanction on the same day by the office of the Respondent, the same was sent to the treasury followed by transfer to the applicant vide e-transaction dated 21.12.20.

- Mukhyamantri Samrasta Antarjatiya Vivah Shagun Yojana-

The application dated 22.12.20 was found incomplete twice by the TWO & sent back to the applicant. Thereafter, the same was resubmitted on 04.03.21 but the Respondent had relinquished the concerned Fatehabad charge by then, i.e on 26.02.21.

- Dr Ambedkar Medhavi Chattr Yojana-

The application dated 16.9.20 was initially found incomplete by the Statistical Assistant due to missing matriculation certificate but upon submission of the same later, the applicant was found ineligible by the S.A due to him having passed Matriculation exam in May 2017, but the application needs to be immediately submitted after the same, as per the scheme provisions. It had been further clarified that when the respondent relinquished the charge on 19.10.20, the application was within RTS timeline (i.e 34/45 days) & the same was rejected later by the successor DWO on 18.12.20, after due confirmation from the applicant.

It was further submitted that other additional duties of the Respondent as DWO Charkhi Dadri besides Fatehabad and as duty magistrate on multiple instances during covid 19 etc also were additional factors impacting the disposal of applications by him.

III. Sh. Lal Chand, DWO Fatehabad vide letter dated 16.08.2022 submitted the particulars as follows:

- Mukhyamantri Samrasta Antarjatiya Vivah Shagun Yojana-

The application dated 22.12.20 was sent back on 22.01.21 due to incomplete documents. The same was resubmitted by the applicant dated 4.3.21 but could not be processed due to lack of budget. As per the seniority criteria, the same was processed on 03.09.21 after allocation of additional budget. It has been further clarified that the application was pending upon the portal due to technical issues and the Department had been notified of the same.

- Dr Ambedkar Medhavi Chattr Yojana-

The application dated 15.09.20 was sent back on 03.11.20 due to incomplete documents. Thereafter, upon resubmission by the applicant on 24.11.20, approval was granted by the Respondent on 10.12.20.

IV. Ms. Shweta Sharma, DWO Jhajjar vide letter dated 22.08.2022 submitted the particulars as follows:

- Mukhyamantri Samrasta Antarjatiya Vivah Shagun Yojana-

It had been submitted that the Respondent had the additional charge of DWO Sonepat. A response was sought from DWO Sonepat by the Respondent vide Memo no 5004 dated 3.8.22 and Memo No. 9155 dated 12.08.22, but no reply was received in reference to the same. Hence, it was requested to hold the TWO Sh. Rajbir Sharma & the concerned Assistant liable for the delay as per the previous submitted response.

- Dr Ambedkar Medhavi Chattr Yojana-

It had been submitted that application dated 15.9.20 was sent back due to missing marksheet & aadhar card, and that the same was approved on 11.12.20 post re-verification of the same.

Regarding another application dated 17.9.20, it had been submitted that the same was not visible on the portal due to technical issues. Post resolution of the same, approval was granted by the Respondent on 11.12.20. It was further stated that Smt. Ratnavati, Statistical Assistant was directed by the Respondent vide letters dated 17.03.22 & 28.03.22 to ensure the execution of her responsibilities in time & submit explanation for the delays in the concerned two applications & hence, should be held liable for the same.

V. Ms. Renu Sisodia, erstwhile DWO Karnal, now DWO Rohtak vide letter dated 22.08.2022 submitted the particulars as follows:

- Legal Aid (Sonipat):

It had been submitted that the Respondent had directed all the TWOs to dispose applications within RTS timelines vide multiple letters dated 19.6.20, 26.10.20 & 5.2.21. Regarding the application dated 17.10.20, it has been clarified that the same was sent back by the TWO Smt. Saroj Devi on 01.07.21 due to incomplete case documents. After taking cognisance of the same, explanation was sought by the DWO from the TWO vide letter dated 21.03.22 & hence, it has been submitted that the concerned TWO should be held liable for the delay.

- Mukhyamantri Samrasta Antarjatiya Vivah Shagun Yojana (Sonipat)-

It had been submitted that the application dated 07.07.20 was rejected on 31.3.21 due to incomplete documents while Sh. Rajbir Sharma was the concerned TWO. It has been further clarified by the Respondent that the charge of DWO Sonepat was with late Sh. Sanjay Deswal between 1.7.20 and 16.10.20, followed by Ms. Shweta Sharma's additional charge between 17.10.20 and 10.6.21, and hence the concerned application did not fall within the timeline of the Respondent's charge.

Regarding another application dated 12.04.21, it had been clarified that the same was also submitted during the charges of Ms. Shweta Sharma as DWO, Sh. Rajbir Sharma as TWO & Smt. Saroj Devi as Assistant, and that the Respondent got the additional charge of Sonepat on 11.6.21 with Sh. Surendra Kumar joining as Assistant on 28.05.21. It had been submitted that the Respondent had the additional charge of DWO Sonipat till 6.2.22 only but the budget was allotted on 6.3.22. It was stated that the budget allotted in the Months of July & Aug 2021 was spent by October- November 2021. When the additional budget worth 80 lakhs INR was allotted on 6.3.22, the concerned application was also included in the list for approval & bill was generated on 8.3.22. However, payment could not be disbursed for the same as the bill did not come back from the Finance Dept. until 31 March 2022.

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- Dr Ambedkar Medhavi Chattr Yojana (Karnal)-

It had been submitted that the application dated 16.9.20 was not submitted with complete documents until 16.10.20 (her last working day as DWO Karnal) & further action had to be taken upon the same until 30.10.20. (due date)

Regarding another case dated 16.9.20, it had been submitted that the Resident certificate was not uploaded by the applicant in time & hence, the same was sent back to the applicant within the RTS timeline before the last date of her additional charge at Karnal.

It had been further submitted that the other three applications dated 18.11.21, 24.4.21 (Awaas Naweenikaran Yojana) and 1.11.20 (Legal Aid) pertaining to district Karnal were not submitted during her charge as the DWO Karnal i.e between 24.2.20 & 16.10.20.

VI. Sh. Kamal Kumar, DWO Kurukshetra vide letter dated 22.08.2022 submitted the particulars as follows:

- Mukhyamantri Samrasta Antarjatiya Vivah Shagun Yojana-

It had been submitted that the application dated 04.02.21 was sent back on the same day by the TWO due to incomplete documents after conveying the same to the applicant telephonically. However, the same were resubmitted only on 7.9.21 after which it was forwarded by TWO on the same day. The application was approved on 8.9.21 by the DWO but was put on hold due to lack of budget. Upon availability of additional funds on 28.9.21, it had been clarified that the benefit was disbursed to the applicant. It has been further reiterated that the delay happened while the application was pending with the TWO after being sent back.

Regarding another application dated 16.12.20, it had been submitted that the same was sent back by the TWO on 30.3.21 due to incomplete documents. Due to the unresponsiveness of the applicant telephonically on multiple instances, the application was rejected by the TWO on 28.07.21. However, it had been further clarified that upon reapplication, the payment was disbursed on 17.9.21.

- Dr. Ambedkar Awaas Naweenikaran Yojana-

It had been submitted that the application dated 17.10.20 was sent back on 15.3.21 by the TWO due to incomplete documents and it was rejected by the Respondent on the same day.

- Dr Ambedkar Medhavi Chattr Yojana-

It had been submitted that the application dated 15.09.20 was rejected on 19.12.20 as the same did not meet the eligibility criteria. It had been further clarified that the delay happened as the post of Designated Officer i.e Statistical Assistant was vacant & the other officials were facing issues while acting as substitutes in the meantime.

- Monetary Relief to Victims of Atrocities-

It had been submitted that the application dated 21.9.20 was further verified by the TWO on 26.11.20 & the same was forwarded to the DC by the DWO on the same day. After getting the approval from the DC, it was further approved by the DWO on the portal on 19.12.20 & the benefit was disbursed thereafter.

Regarding another application dated 1.10.20, it had been submitted that the same was verified & approved by the TWO on 24.11.20 and was further forwarded by the DWO to the DC for approval. After getting the approval from the DC, it was further approved by the DWO on the portal on 19.12.20 & the benefit was disbursed thereafter.

Regarding another application dated 17.07.20, it had been submitted that the same was verified & approved by the TWO on 08.10.20 and was further approved and forwarded for necessary action by the DWO on the same day.

It had been further reiterated that the delay was caused due to the inaction of the TWO during the initial dealing of the applications in the above three cases.

- Dr. Ambedkar Awaas Naweenikaran Yojana (Karnal)-

It had been submitted that the application dated 18.11.20 was approved by the TWO on 9.12.20. However, the same was rejected by the DWO on 23.03.21 after being informed of the applicant's wife having received the benefit worth 50000 INR in the year 2019-20. It had been further submitted that the Respondent had the additional charge of DWO Karnal only for 30 days between 27.01.21 & 25.02.21 & that he had given verbal directions to the TWO to verify the details of the case again in the meantime.

- Legal Aid (Karnal)-

It had been submitted that the application dated 01.11.20 was approved by the TWO on 08.12.20 and the benefit was further disbursed in the month of September 2021 after getting the required budget. It had been further stated that the Respondent had the additional charge of DWO Karnal only for 30 days between 27.01.21 & 25.02.21.

- Dr Ambedkar Medhavi Chattr Yojana (Karnal)-

It had been submitted that the three applications dated 16.09.20, 16.9.20 & 24.4.21 did not fall during the concerned additional charge of the Respondent.

Other general issues, such as the additional charges of the Respondent in 2-3 districts at a time, budgetary limitations, non-submission of complete documents by the applicants despite reminders from the Respondent's office, need for DC's approval for the victims of atrocities scheme and the huge quantum of applications received within a period of one-two months for the Medhavi Chattr Yojana had also been cited by the Respondent as the major causes of delay.

VII. Ms. Deepika Sarsar, erstwhile DWO Narnaul, now DWO Charkhi Dadri vide letter dated 22.08.2022 submitted the particulars as follows:

- Dr Ambedkar Medhavi Chattr Yojana-

It had been submitted that the application dated 16.09.20 was rejected on 18.12.20 after taking due confirmation from the student as the same was found ineligible, as per the scheme provisions. It had been further clarified that the Respondent had to wait to take confirmation from the applicant before rejection as he/she wouldn't have been able to reapply in the absence of that.

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VIII. Sh. Jagdev Singh, erstwhile DWO Nuh, now DWO Narnaul vide letter dated 22.08.2022 submitted the particulars as follows:

It had been submitted that although the three applications pertaining to Faridabad did not fall during the additional charge of the Respondent, information upon those was sought from the office of DWO Faridabad vide letters dated 27.07.22 & 05.08.22 but no information had been received.

- Dr. Ambedkar Awaas Naweenikaran Yojana-

It had been submitted that the application dated 10.6.21 was sent back on 22.7.21 due to incomplete documents (Photograph of the house & unclear bank account details). After resubmission dated 18.8.21, it was again sent back on 8.9.21 & then sent back for the third time on 21.10.21 due to the missing BPL documents. Upon successful submission

of the required documents dated 16.11.21, the application was further approved by the TWO on the same day. However, the benefit had been pending at the level of the Finance Department after the approval of DWO on 4.3.22. It had been further submitted that the DWO position was vacant between 3.11.21 & 07.02.22.

- Dr Ambedkar Medhavi Chattr Yojana-

It had been submitted that the application dated 18.9.20 was sent back due to incomplete documents. After resubmission on 22.09.20, it was again sent back due to missing caste certificate & School ID. Additional documents were again submitted by the applicant on 30.09.20 & the application was granted approval on 6.11.20. The benefit was also disbursed vide transfer dated 11.11.20.

- Mukhyamantri Samrasta Antarjatiya Vivah Shagun Yojana-

It had been submitted that the application dated 28.9.20 was initially sent back on 9.10.20 due to incomplete documents and then again sent back on 05.02.21 after partial corrections were submitted on 21.01.21. After re-submission with complete documents on 05.02.21, it was approved & forwarded to the DWO by the TWO on the same day. It was further approved by the DWO on 17.2.201 & the benefit was also disbursed vide transfer dated 23.02.21.

Regarding the applications pertaining to Palwal district, it had been submitted that information/noting sheet was sought from DWO Palwal by the Respondent vide letter dated 27.7.22 & 5.8.22 but no information was shared. It had been further stated that the Respondent also had additional charges during this period & most of the delay has been due to the delayed submission of additional documents by the applicants or by the concerned dealing officer, who were directed by the Respondent at multiple instances to ensure compliance in time.

IX. Sh. Devender Singh, erstwhile DWO Panipat, now DWO Bhiwani vide letter dated 10.08.2022 submitted the particulars as follows:

- Dr Ambedkar Medhavi Chattr Yojana-

It had been submitted that the application dated 18.9.20 where the last action date was 14.12.20 did not fall during the charge of the Respondent as DWO Panipat (Additional charge from 27.01.22 onwards) & the benefit was also granted on 14.12.20 during the said charge of the then DWO late Sh. Sanjay Deshwal.

- Mukhyamantri Samrasta Antarjatiya Vivah Shagun Yojana-

It had been submitted that the application dated 2.3.21 was pending until 8.7.21 with the then TWO Siwani, Sh. Rakesh Kumar due to incomplete documents & was pending with the Respondent between 9.7.21 & 8.8.21 due to lacking budget & medical leaves of the Assistant Sh. Vivek Jogpal. It had been further submitted that the application was put on hold later due to unavailability of required budget & the same was allocated in July 2022 to be transferred via PFMS. It had also been stated that few technical issues remained unresolved even after the PFMS training post meeting with the Hon. Minister dated 26.7.22, and guidance was sought from the HQ by the office of the Respondent.

X. Sh. Jaipan Singh, DWO Panipat vide letter dated 18.08.2022 submitted the particulars as follows:

- Dr Ambedkar Medhavi Chattr Yojana-

It had been submitted that the application dated 18.9.20 was sent back on 19.10.20 due to unclear bank account records. Upon resubmission dated 23.11.20, the application was approved on the same day, sanctioned on 9.12.20 & the bill was sent to the treasury on 15.12.20, post which the benefit was disbursed on 22.12.20. It had been further clarified that this application came up during the charge of late Sh. Sanjay Deshwal as DWO Panipat who passed away on 13.01.21.

Regarding the Palwal applications, it had been submitted that the Respondent had the additional charge of DWO Palwal from 1.3.21 to 9.2.22. The other details are as follows:

- Dr. Ambedkar Awaas Naweenikaran Yojana-

It had been submitted that the application dated 4.11.20 was checked on the spot by the TWO on 19.01.21 and was sent/given back to the applicant due to incomplete documents. It had been further stated that the application was pending with the applicant himself between 19.1.21 & 15.2.21 & upon showing the correct documents on 15.02.21, the same was approved by the TWO on the same day & forwarded to DWO, who in turn approved the application on 25.02.21 & the benefit was disbursed thereafter.

Regarding another application dated 19.11.20, it had been submitted that the same was sent back by the TWO on 11.02.21 due to missing estimate proof. Upon resubmission dated 15.02.21, the same was approved by the TWO & forwarded to the DWO on the same day. It was further approved by the DWO on 20.02.21 & the benefit was disbursed after necessary action on 25.02.21.

Regarding the third application dated 20.11.20, it had been submitted that the same was sent back on 30.1.21 by the TWO due to incomplete documents. After resubmission dated 30.1.21, the same was approved by TWO on the same day & forwarded to DWO, after which the benefit was disbursed post necessary action on 25.2.21 by the DWO.

- Monetary Relief to Victims of Atrocities-

It had been submitted that the application dated 11.09.20 was submitted with incomplete documents & the same was communicated to the applicant by the TWO during on-the-spot verification. Upon resubmission by the applicant, financial assistance was provided after taking necessary action on 18.11.20.

Regarding another application dated 15.10.21, it had been submitted that it was also submitted with incomplete documents & the same was communicated to the applicant by the TWO, Hathin during on-the-spot verification. Upon resubmission by the applicant, financial assistance was provided after taking necessary action on 02.12.21.

- Mukhyamantri Vivah Shagun Yojana-

It had been submitted that the application dated 03.06.21 was sent back on 8.7.21. After removal of discrepancy & resubmission by the applicant on 19.10.21, the same was approved on the same day by TWO, followed by approval from the DWO for the disbursement of benefit.

Regarding another application dated 11.06.21, it had been submitted that the same was sent back on 15.07.21 by the TWO due to incomplete documents. On resubmission with complete documents on 11.10.21, the same was approved and forwarded to DWO by the TWO on the same day. It had also been stated that guidance was sought from the Deptt's HQ vide letter dated 19.10.21 & reminder dated 2.11.21 regarding the scheme

amendments dated 27.9.21 which had to be brought into force since 30.4.21 onwards, & it was further informed by the Dept. dated 19.01.22 that for the applications made online after the marriage until 26.09.21, benefit would be given after submission of the marriage certificate. Post this, the applicant was informed of this requirement & the approval was granted thereafter.

Regarding another application dated 12.06.21, it had been submitted that this was also sent back on 15.07.21 by the TWO & the same was resubmitted with additional documents by the applicant dated 26.10.21. After further proceedings with the Deptt's HQ like the second application above, the benefit was disbursed post granting approval. It had been submitted that the application was pending with the applicant herself between 15.07.21 & 26.10.21

XI. Ms. Vandana Sharma, erstwhile DWO Faridabad, now Deputy Director, HQ Panchkula vide letter dated 22.08.2022 submitted the particulars as follows:

It had been submitted that the Respondent had the additional charge of DWO Faridabad between 16.04.20 and 18.06.21. The details of three delayed cases pertaining to her tenure have been produced as under:

- Monetary Relief to Victims of Atrocities-

It had been submitted that the application dated 31.12.20 could not be dealt with in time due to the additional responsibilities of the Respondent, 50% availability of staff due to covid and non-availability of the option to put the application on hold over the online portal. It had been further stated that post taking approval from the DC, necessary approval was granted on 19.01.21 & the benefit was disbursed thereafter.

- Mukhyamantri Samrasta Antarjatiya Vivah Shagun Yojana-

It had been submitted that the two applications dated 29.12.20 and 06.10.20 were again dealt beyond RTS due to the reasons mentioned reg. the previous application. The benefits were disbursed post taking approval from the DC & necessary action dated 19.01.21.

XII. Sh. Shish Pal, DWO Ambala vide letter dated 17.08.2022 submitted the particulars as follows:

- Dr. Ambedkar Awaas Naweenikaran Yojana-

It had been submitted that the application dated 14.5.21 was sent back on 18.07.21 by the TWO due to the missing caste certificate. The Respondent has clarified that all TWOs had been directed by him multiple times to clear pendency timely but the TWO concerned with this case has acted with delay. It has been further submitted that another objection regarding missing Ration card copy was not applied by the TWO while sending the application back for the first time & thereafter, the applicant was asked by the TWO to produce the BPL ration card to clarify his category. Further, the additional charge of the TWO was accorded to Ms Deepika after the passing away of erstwhile TWO Sh. Pramod Kumar dated 16.09.21. Due to non-submission of BPL Ration Card by the applicant, the application was finally rejected on 10.12.21 by TWO- Ms Deepika & the same was rejected from the portal by DWO on 20.12.21.

Regarding the second application dated 28.6.21, it has been submitted that it was sent back by the TWO on 30.6.21 due to unclear account details but the objection regarding the report from Gram Sachiv ownership rights was not placed initially. It was again sent

back by the next TWO Smt. Rumal Kaur who took charge dated 29.07.21, and due to no submission of the Gram Sachiv report, was further rejected on 10.12.21 by the TWO & finally on 20.12.21 by the DWO.

- Monetary Relief to Victims of Atrocities-

It had been submitted that a budget of Rs 6,50,000 was initially allotted to DWO Ambala for FY 2020-21 & post seeking approval of the DC on 27.8.20 for benefit disbursal amounting to Rs 6.45,000, only Rs. 5000 remained available. In the meanwhile, more applications amounting to benefit worth Rs. 2,50,000 were received and additional budget was, therefore, sought for 5 cases (including the two concerned delayed cases) from the HQ vide letters dated 3.9.20 & 17.11.20. Since no budget was received till 21.09.20, the file was put up by Assistant Sh. Harkesh Kumar through Deputy Superintendent Smt. Sushma Rani to DWO on 21.9.20 for advance approval & was taken to the DC by the Respondent on the same day. It had been submitted that it was further returned to the Respondent from the office of the DC with comments "Put-up when budget received" on 6.10.20. The file was again put up on 23.11.20 after the budget was allocated, which was further approved by DC on 26.11.20 & forwarded to the DWO through the CTM on 1.12.20. The bill was generated on 3.12.20 which was sent to the Treasury and in turn sent back to the DWO office due to the PAN Card related objection. The Bill was again sent to the Treasury on 8.12.20 post getting the PAN Card details from the applicants & EPS generated on 12.02.21 for the disbursal of benefit.

It had also been stated that the delay mainly happened due to non-availability of the budget and the delayed furnishing of additional documents by the applicants beyond the RTS timeline of 7 days.

XIII. Ms. Krishna, DWO Karnal vide letter dated 18.08.2022 submitted the particulars as follows:

It had been submitted that the Respondent joined the office of DWO Karnal on 26.2.21.

- Dr Ambedkar Medhavi Chattr Yojana-

It had been submitted that the two applications dated 16.09.20 were submitted & dealt during the tenure/additional charges of Smt. Renu DWO Rohtak, late Sh. Sanjay Deshwal DWO Panipat and Sh. Kamal Kumar DWO Kurukshetra. Hence, it had been stated that the Respondent should not be held responsible for the delayed delivery regarding those.

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- Legal Aid:

It had been submitted that the application dated 17.10.20 was submitted during the tenure of Sh. Hoshiyar Singh, TWO Karnal. It had been further submitted that incomplete documents were sent on 30.03.21 by the applicant, followed by submission of required documents to Sh. Sanjay Kumar TWO Indri in the month of December 2021. It had been stated that the same was forwarded to the DWO on 8.12.21, followed by the DWO putting up the case to the DC Karnal on 14.12.21 for approval. The same was approved by DC on 22.12.21 and put up to the DWO by the Dealing Assistant on 27.12.21. The bill was further prepared and sent to the Treasury by the Clerk/Accountant on 28.12.21 and the amount was transferred on 5.1.22.

It had been further stated that there was the delayed dealing of the applications during the tenure of erstwhile DWO late Sh. Sanjay Deshwal but the same were processed by the Respondent in time upon joining on 26.02.21.

- Dr. Ambedkar Awaas Naweenikaran Yojana-

It had been submitted that the application dated 24.4.21 was sent to the DWO on 22.10.21 with a delay of 5 months & 28 days by the then TWO Sh. Hoshiyar Singh. Upon random checking on 18.11.21, the DWO checked the same & handed it over to the Assistant for putting it up. The file was put up by the Assistant Sh. Dinesh Kumar on 13.1.22 (with a delay of approx. 2 months) & was sent to the Treasury office thereafter where it again remained pending for 10 days. After issuance of the EPS on 28.1.22, the payment was finally disbursed in the account of the applicant on 10.3.22. It is also stated that besides Sh. Hoshiyar, Sh. Sanjay Kumar TWO Indri had also assumed the additional charge of TWO Karnal in the meantime.

Regarding another application dated 18.11.20, it had been submitted that the same was forwarded to the DWO by the TWO Sh. Sanjay Kumar on 9.12.20. Post verification of the fact that the applicant's wife had already received the benefit of Rs 50,000 in the year 2019-20 through old documents, the application was rejected by the DWO office.

3. The Commission has carefully considered all the facts and circumstances of the cases and the final orders are as under: -

I. Sh. Sushil Kumar, erstwhile DWO Sirsa & Fatehabad: The Commission observes that post the submission of complete documents by the applicant dated 10.08.2021, the application was approved by the Respondent with a delay. Further, it took over two months for the bill to be prepared in the two cases after the approval was granted. The Commission also observed discrepancy in the file movement details submitted by the Respondent in the matter. The Commission thus expresses its displeasure with the working of the Respondent in handling of the concerned cases. However, in light of the Respondent being on medical leaves between 25.08.20 to 02.10.20 owing to him suffering from Covid 19, the Commission is condoning the delay caused by him in the matter. The suo-moto notice issued to the Respondent is hereby filed with an advice to be more cognizant of issues related to notified services in the future.

II. & III. Sh. Vinod Chawla, erstwhile DWO Fatehabad, now DWO Kaithal & Sh. Lal Chand, DWO Fatehabad: The Commission finds their submissions as detailed in the preceding paragraphs satisfactory. In light of the above, the suo-moto notices issued to the Respondents are hereby filed.

IV. Ms. Shweta Sharma, DWO Jhajjar: The Commission observes that the details of file movement/date of re-application etc. had not been clarified by the Respondent. Further, the supportive letters to the Dept/IT Cell of HQ were also not submitted by the Respondent. The Commission thus expresses extreme displeasure with her style of working and reporting in the matter. In case she had observed delays on the part of the Statistical Assistant & TWO, she should have taken action against them or recommended the same to the Director, as per rules instead of merely issuing reminders. However, these being old cases and taking a lenient view, the suo-moto notice issued to the Respondent

is hereby filed with an advisory to be more cognizant of such issues pertaining to notified services in the future. In case such inaction is observed again, the Commission would be constrained to take penal action in the matter.

V. Ms. Renu Sisodia, erstwhile DWO Karnal, now DWO Rohtak: After careful perusal of the submissions of the Respondent and as per her recommendations, the Commission finds the Tehsil Welfare Officer. Smt. Saroj responsible for the undue delay from 17.10.2020 to 01.07.2021 in merely sending back the application to the applicant, despite multiple reminders and directions from the side of the Respondent. Thus, exercising the powers vested in it under Section 17(2) of the Haryana Right to Service Act, 2014, a show cause notice for seeking explanation in the matter would be issued to her by the Commission separately. The suo-moto notice issued to the Respondent is hereby filed with an advice to improve the efficiency of her office in the future so that cases pertaining to notified services are dealt with pro-actively.

VI. Sh. Kamal Kumar, DWO Kurukshetra: After careful perusal of the submissions, the Commission observes considerable delay on the part of the concerned TWOs in Kurukshetra & Yamunanagar between 16.12.2020 to 30.03.2021, 17.10.2020 to 15.03.2021 and 21.09.2020 to 26.11.2020 respectively in merely sending back the applications to the applicants in light of incomplete documents for which responsibility needs to be fixed. Thus, exercising the powers vested in the Commission under Section 17(2) of the Haryana Right to Service Act, 2014 and finding Smt. Rumal Kaur, Tehsil Welfare Officer, Kurukshetra, Sh. Ari Sudan Sharma, Tehsil Welfare Officer and Smt. Kamlesh, Tehsil Welfare Officer, Yamunanagar responsible for the undue delay caused by them in the matter, show cause notices would be issued to them for seeking explanation separately. At the same time, the Commission also notes that no concrete action was taken by the Respondent except for giving verbal warnings to the TWOs. He is hereby advised to ensure that due action is taken by him against delinquent subordinates in such cases in the future. With this, the suo-moto notice issued to the Respondent is hereby filed.

VII. Ms. Deepika Sarsar, erstwhile DWO Narnaul, now DWO Charkhi Dadri: In light of the submissions of the Respondent regarding the requirement for seeking confirmation from the applicant regarding the submitted documents before rejection in the one delayed case pertaining to her, the suo-moto notice issued to her is hereby filed.

VIII. Sh. Jagdev Singh, erstwhile DWO Nuh, now DWO Narnaul: The Commission notes that the majority of cases had been delayed on account of the delayed document submission by the applicants. At the same time, regarding one case of the application for Medhavi Chattr Yojana, the Commission observes that there has been a delay of over a month in granting approval for the disbursal of benefit. In light of the same, the suo-moto notice issued to the Respondent is hereby filed with an advisory to ensure the disposal of such cases proactively in the future.

IX. Sh. Devender Singh, erstwhile DWO Panipat, now DWO Bhiwani: In the light of the delay observed on account of incomplete documents submitted by the applicants and the delayed budget disbursal, the suo-moto notice issued to the Respondent is hereby filed.

At the same time, he is advised to stay abreast with the technical know-how regarding the portals and other platforms used by the Department so as to ensure disposal of cases pertaining to notified services in an effective manner.

X. Sh. Jaipan Singh, DWO Panipat: The Commission observes considerable delay of over a month in sending back the applications to the concerned applicants by the TWO for which responsibility needs to be fixed. The Commission also notes that multiple applications were sent back after approx. a month for the concerned scheme which has an RTS timeline of 30 days. Thus, exercising the powers vested in the Commission under Section 17(2) of the Haryana Right to Service Act, 2014 and finding the Tehsil Welfare Officer, Panipat responsible for the undue delay caused by him in the matter, a show cause notice would be issued to him for seeking explanation separately. With this, the suo-moto notice issued to the Respondent is hereby filed.

XI. Ms. Vandana Sharma, erstwhile DWO Faridabad, now Deputy Director, HQ Panchkula: In light of the submissions regarding her additional charges, the slight delay in the two cases pertaining to her tenure is condoned by the Commission. At the same time, she is advised to ensure that the cases pertaining to notified services are pursued by her proactively in the future. With this, the suo-moto notice issued to the Respondent is hereby filed.

XII. Sh. Shish Pal, DWO Ambala: The Commission notes that the delay majorly pertained to delays in budget allocation from the side of the Headquarters. Further, in the case pertaining to undue delay in sending back the application to the applicant, the Commission had been informed that the concerned TWO late Sh. Pramod Kumar was responsible for the delay. Therefore, in light of the same, the suo-moto notice issued to the Respondent is hereby filed.

XIII. Ms. Krishna, DWO Karnal: After careful perusal of the submissions of the Respondent and as per her recommendations, the Commission finds the Tehsil Welfare Officer. Sh Hoshiyar Singh responsible for the undue delay of over 5 months is forwarding the case to the Respondent. Thus, exercising the powers vested in the Commission under Section 17(2) of the Haryana Right to Service Act, 2014, a show cause notice would be issued to him for seeking explanation in the matter separately. With this, the suo-moto notice issued to the Respondent is hereby filed.

In all the above cases, the Commission has taken a very lenient view since these are old applications where major delays were observed. However, wherever undue delay has been found at the initial level of examination of the applications by the Tehsil Welfare Officers, *prima facie*, finding them responsible for the delay in such cases, show cause notices would be issued to them by the Commission separately. At the same time, all the District Welfare Officers are advised to pursue cases pertaining to welfare schemes and notified services proactively in the future.

-sd-
(T.C. Gupta)
Chief Commissioner

January 19th, 2023