

**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. 168/SM - 344/466  
Post & E-mail

Dated: 31.01.2023

**Suo-moto Notice**

To

Smt. Jaspreet Kaur, IAS,  
Administrator  
-cum- First Grievance Redressal Authority  
HSVP, Gurugram, 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. Whereas, on perusal of the appeals pertaining to the notified services of HSVP on the Auto Appeal System as on 23.01.2023, the Commission observed that in case of 47,615 appeals, no action had been taken by the First Grievance Redressal Authority. Out of these 47,615 appeals, 9,774 appeals related to the Zonal Office, Gurugram were escalated to you being the First Grievance Redressal Authority (FGRA) for the concerned notified services. Thus, a suomoto notice under the Section 17(1)(d) of the Haryana Right to Service Act, 2014 is hereby issued to you, Smt.Jaspreet Kaur, IAS, Administrator, HSVP, Gurugram for your inaction upon the 9,774 appeals escalated to you (list enclosed) so asRaje to decide why recommendation for taking departmental action against you may not be sent to State Government for failing to discharge functions cast upon you as the FGRA under the Haryana Right to Service, Act.
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, Smt.Jaspreet Kaur, IAS, Administrator, HSVP, Gurugram are directed to furnish the reply pertaining to this case by 13.02.2023 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, Smt.Jaspreet Kaur, IAS, Administrator, HSVP, Gurugram 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 16.02.2023 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.** 168/SM-344/467

**Dated:** 31.01.2023

A copy is forwarded to the Chief Administrator, HSVP, Panchkula for information.

(Hitender Kumar, HCS)  
Secretary

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