

**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. 170 / SM-350 / 742  
Post & E-mail

Dated: 15.02.2023

**Suo-moto Notice**

To

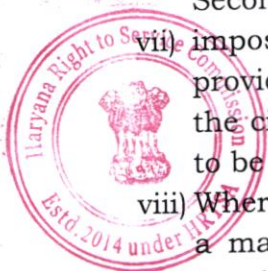
Sh. Manoj Kumar,  
Bank Manager, Sarva Haryana Gramin Bank,  
VPO- Hassangarh, Tehsil- Barwala, Hisar, Haryana  
(8569817940)

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. The following Appeal of Sh. Surender Kumar(copy encl.) regarding pending disbursal of loan for Scheme for establishing Hi Tech Dairy Unit was received by the Commission over AAS (Auto Appeal System):

Appeal Ref. No.	Appeal Date	Service	Application ref. ID (submit date)	Applicant name	RTS due date	District	Designated Officer	FGRA	SGRA
AAS22/340408	04/01/2023	Scheme for Establishment of Mini Dairy/Hi-Tech Dairy Units under MMAPU Y	HRHTDUM/2022/25899 30/06/2022	SURENDER KUMAR	12/08/2022	HISAR	SubDivision-Sub Divisional Animal Husbandry Office(Sub Division- Barwala )	District-Office of Deputy Director Animal Husbandry( DISTRICT - HISAR )	Directorate-Haryana

An undertaking from the appellant and a report dated 24.01.23 from Director General, Animal Husbandry and Dairying, Haryana (Both enclosed) informed that the pendency and delay is at the end of Bank Manager, Sarva Haryana Gramin Bank, Hassangarh. The due date for the completion of this application 12.08.22. The report from DG-AHD informs that even though the application had been forwarded to your bank on 14.07.22, the application was sanctioned on 15.11.22. Post that, the cattle purchase was completed by the Department in November itself. However, the disbursement of the amount is still pending at the part of the bank. This suo-moto notice is hereby issued to you, Sh. Manoj Kumar, Bank Manager, Sarva Haryana Gramin Bank, VPO-Hassangarh, Tehsil- Barwala, Hisar, Haryana to ascertain the reasons for inaction on your part in delivery of a service notified under the Haryana Right to Service Act, 2014, 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, Sh. Manoj Kumar, Bank Manager, Sarva Haryana Gramin Bank, VPO- Hassangarh, Tehsil- Barwala, Hisar, Haryana are directed to furnish the reply pertaining to this case by 19.02.2023 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, Sh. Manoj Kumar, Bank Manager, Sarva Haryana Gramin Bank, VPO- Hassangarh, Tehsil- Barwala, Hisar, Haryana to appear before Shri T.C. Gupta, Chief Commissioner of Haryana Right to Service Commission in person at 10.00 am on 20.02.2023 for further proceedings in this inquiry.

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](mailto:rtsc-hry@gov.in)