



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

HRTSC/ File no. 168/SM-344/ 842

Dated: 22.02.2023

To

Smt. Jaspreet Kaur, IAS,
Administrator -cum- First Grievance Redressal Authority
HSVP, Gurugram, Haryana

Subject: - Interim order in respect of Suo-moto notice no. HRTSC/ File no. 168/SM-344/466 dated 31.01.2023.

Madam,

I am directed to forward herewith a copy of the order dated 22.02.2023 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.



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(Sube Khan)

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



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Interim Orders in Respect of Suo-Moto Notices No:

1. HRTSC/File no.168/SM-343/464 dated 31.01.2023 issued to Sh. Dharendra Khadgata, IAS, Administrator, HSVP, Rohtak
2. HRTSC/File no.168/SM-344/466 dated 31.01.2023 issued to Ms. Jaspreet Kaur, IAS, Administrator, HSVP, Gurugram
3. HRTSC/File no.168/SM-345/468 dated 31.01.2023 issued to Dr. Garima Mittal, IAS, Administrator, HSVP, Faridabad
4. HRTSC/File no.168/SM-346/470 dated 31.01.2023 issued to Sh. Dharamvir Singh, IAS, Administrator, HSVP, Panchkula
5. HRTSC/File no.168/SM-347/472 dated 31.01.2023 issued to Sh. Rajesh Jogpal, IAS, Administrator, HSVP, Hisar

1. The Haryana Right to Service Commission has been actively monitoring the delayed/non delivery of notified services to the citizens by the Designated Officers as well as the actions taken by the Grievance Redressal Authorities of various Government Departments/Organizations, including Haryana Shehri Vikas Pradhikaran (HSVP) upon the complaints/appeals filed as per the appellate mechanism of the Haryana Right to Service Act, 2014. On perusal of the appeals pertaining to the notified services of Haryana Shehri Vikas Pradhikaran on the Auto Appeal System as on 23.01.2023, the Commission observed that in case of 47,615 appeals pertaining to the applications disposed off or pending beyond their respective RTS timelines, no action had been taken by the concerned First Grievance Redressal Authorities towards their resolution over the Auto Appeal System. Out of these 47,615 appeals, 14,112 appeals were related to the Zonal Office Panchkula, 9,774 appeals were related to the Zonal Office Gurugram, 8,645 appeals were related to the Zonal Office Rohtak, 7,599 appeals were related to the Zonal Office Faridabad and 7,489 appeals were related to the Zonal Office Hisar. All these appeals had been escalated to the Zonal Administrators-cum-First Grievance Redressal Authorities of HSVP for the concerned services over the Auto Appeal System after the onboarding of HSVP on 28.06.2022. Therefore, observing, *prima facie*, complete failure of the respective Zonal Administrators, HSVP in the discharge of their duties cast upon them as the First Grievance Redressal Authorities under the HRTSA, 2014, the Commission took suo-moto cognizance of the pending matter. While exercising the powers vested in it under the Section 17(1)(d) of the HRTSA, 2014, the Commission thereby issued suo-moto notices vide letters dated 31.01.2023 to Sh. Dharamvir Singh, IAS, Administrator, HSVP, Panchkula, Ms. Jaspreet Kaur, IAS, Administrator, HSVP, Gurugram, Sh. Dharendra Khadgata, IAS, Administrator, HSVP, Rohtak, Dr. Garima Mittal, IAS, Administrator, HSVP, Faridabad, and Sh. Rajesh Jogpal, IAS, Administrator, HSVP, Hisar for their inaction upon the concerned appeals escalated to them, so as to decide why recommendation for taking departmental action against them may not be sent to State Government for failing to discharge functions cast