



**HARYANA RIGHT TO SERVICE COMMISSION**  
**S.C.O. No. 38 & 39 (2<sup>nd</sup> FLOOR), SECTOR 17-A, CHANDIGARH-160017**  
**E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) Telephone: 0172-2711050**

No. HRTSC/Comp-241/WCD /2022/587

Dated: 7<sup>th</sup> February '23

To

1. Ms. Meena Nagpal,  
Women and Child Development Project Officer,  
Hansi- I, Hisar, Haryana.  
E-mail: [pohsr.wcd@gmail.com](mailto:pohsr.wcd@gmail.com)
2. Smt. Sushila,  
The then DPO (additional charge), Hisar,  
Now posted as WCDPO, Hisar- I  
Women and Child Development Department,  
Hisar.  
E-mail: [pohsr.wcd@gmail.com](mailto:pohsr.wcd@gmail.com)

**Subject: Final Orders in Complaint regarding pending benefit under Apki Beti Hamari Beti.**

I am directed to forward herewith a copy of the Final order dated 6<sup>th</sup> February' 23 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



*(Signature)*

(Sube Khan)

Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

No. HRTSC/Comp-241/WCD /2022/588

Dated: 7<sup>th</sup> February '23

A copy is forwarded to the following for information and necessary action:-

1. The Director, Women and Child Development Department, Haryana E-mail: [dgwcdhry@gmail.com](mailto:dgwcdhry@gmail.com)
2. The District Program Officer, Hisar, Women and Child Development Department, Haryana E-mail: [pohsr.wcd@gmail.com](mailto:pohsr.wcd@gmail.com)
3. Sh. Sanjay Jain (9896351326) E-mail: [sjain6053@gmail.com](mailto:sjain6053@gmail.com)

*(Signature)*

(Sube Khan)

Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)



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### Final orders

#### **(In respect of complaint case No. 241 dated 22.08.2021 filed by Shri Sanjay Jain)**

1. A complaint dated 22.08.2021 was received through email from Sh. Sanjay Jain stating that his wife Preeti Jain had applied for Payment incentive under Aapki Beti, Humari Beti vide SARAL ID HRABH/2021/47579 dated 19.07.2021. However, despite following up with the Department multiple times, the service had not been delivered to his wife. Taking cognizance of the matter since it deals with notified service, a report was sought from Director, Women and Child Development Department vide letter dated 24.08.2022 and reminder dated 08.09.2022. In response to the same, a letter was received from her wherein the details of the application movement were reproduced, chronologically. According to the same, the service request was raised on 19.07.2021, it was forwarded to DPO, Hisar from the concerned WCDPO on 23.07.2021. The bill was generated on 19.05.2022 and sent to LIC for issuance of the policy. It was evident that delay had been caused on the part of District Program Officer (DPO), Hisar. In view of the same, an explanation was sought from DPO, Hisar vide letter dated 14.10.2022 and reminder dated 02.11.2022. Subsequently, a response was received from DPO, Hisar wherein it was mentioned that there has been no lag on part of any employee of her office as they had been complying with instructions issued from Director, WCD. However, the instructions issued from the Director's office informed about adhering to non-standing procedures by the DPOs causing inordinate delay and breach of RTS timeline thus they were informed about the DOs and DONTs of the procedure in dealing with applications pertaining to Aapki Beti, Humari Beti. The instructions, however, do not absolve any official, from the delay caused in the delivery of notified service. Since, the explanation submitted by DPO Hisar was unsatisfactory, a letter was issued to the DPO, Hisar to fix responsibility for inordinate delay caused at the level of the DPO office from 22.07.2021 to 19.05.2022.

2. A response dated 07.12.2022 was received from DPO, Hisar with the names of and tenure of officials who dealt with the case:

S. No.	Name of the official	Designation	Date of the tenure
1	Mrs. Sushila	The then DPO (additional charge)	23.07.2021 to 19.01.2022