

INORDINATE DELAY IN PROVIDING SERVICE

RTS panel imposes penalty of Rs 50,000 on 6 zonal taxation officers of Faridabad MC

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HARYANA RIGHT to Service (RTS) Commission has imposed a penalty of Rs 50,000 on six zonal taxation officers (ZTOs), Municipal Corporation, Faridabad, for inordinately delaying 152 cases of applicants seeking service under "change of

name of owner/occupier in property tax register".

Giving more information on the penalties imposed, RTS Secretary Hitender Kumar said, "Change of name in property tax register is a very crucial service for the citizens. The commission learnt that more than 150 cases were observed to be pending behind the RTS timelines after reviewing Antyodaya SARAL re-

ports. Taking cognisance of the matter, a notice was served on Faridabad MC Commissioner seeking explanation for delay.

A report was subsequently received from the MC commissioner which informed that the 152 cases were allocated to six different ZTOs who gave their individual explanation regarding delay.

"While observing the expla-

nation submitted by ZTOs, the commission came to the conclusion that the justifications given were nothing more than a blame game and are sufficiently vague to demonstrate that a loose approach was taken in their work. Even if one month's extra time period beyond the RTS timeline to dispose of the cases was condoned in view of the submissions of the ZTOs, even then

there were cases that were delayed even further. During hearing it noticed that precious time of the applicants was not respected."

Concluding the case, the commission took a decision to impose a token penalty of Rs 500 per case for the delay in delivery of notified service, wherever the delay was of more than one month, on each of the desig-

nated officers.

"RTS Commission is strenuously working hard with a target to eliminate word 'delay' for applicants seeking government-notified services. Stringent action taken from time to time by the commission is gaining positive responses from the public and strengthening their trust in the system," the secretary added.