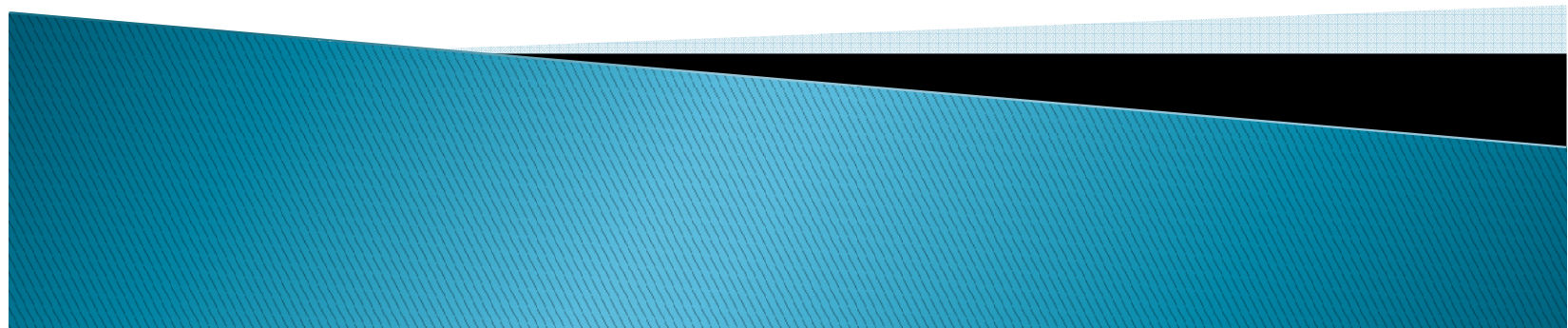


Haryana Right to Service Act, 2014

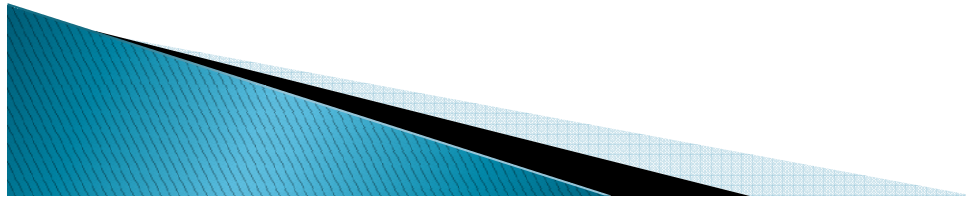
to provide for the delivery of public service to eligible person within the Notified time limits.



Notable futures of the Act

- ❖ At present 370 Services have been notified under Act relating to 27 Government Department/undertakings.
- ❖ Designated Officers notified under Section 3 of the Act: provide service or reject the application within the notified time limit and in case of rejection, record reasons in writing and intimate to the applicant.
- ❖ Every Designated Officer to maintain a record regarding services applied for in a register as per Form-A.
- ❖ Notified time limit starts from the date with requisite complete application for notified service received.

Cont..

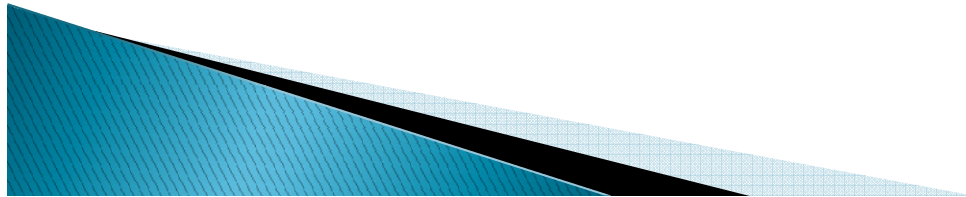


► NOTIFIED SERVICES OF HRTSC

Sr. No.	Name of the Department	Total No. of Notified Services
1.	Revenue	43
2.	Food & Drugs Administration	10
3.	Health/Urban Local Bodies	04
4.	Urban Local Bodies	23
5.	Public Health Engineering	07
6.	Power	26
7.	Transport	23
8.	Housing Board	10
9.	Agriculture	08
10.	HSAMB	08
11.	Industries & Commerce	57
12.	HSI IDC	15

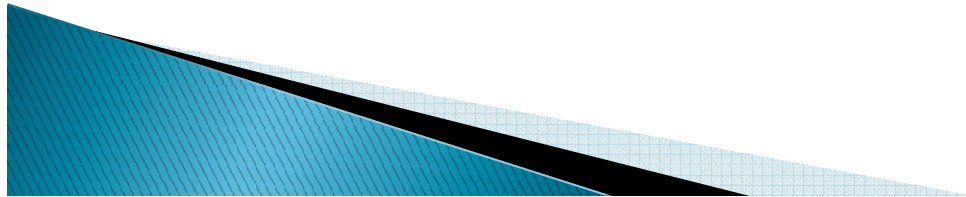
Sr. No.	Name of the Department	Total No. of Notified Services
13.	Food & Supplies/Consumer Affair	18
14.	HUDA	16
15.	Town & Country Planning	11
16.	Home	25
17.	Social Justice & Empowerment	09
18.	Science & Technology	02
19.	Labour Department	11
20.	Forest Department	02
21.	Horticulture Department	05
22.	Fisheries Department	03
23.	Mines & Geology Department	02
24.	PWD (B&R)	01
25.	Haryana State Pollution Control Board	06
26.	Printing & Stationery Dept. Hry. Chd.	01
27.	Excise & Taxation Department	24

- ❖Provisions of two appeals against the rejection by Designated Officer.
- ❖1st Appeal to be filed within 30 days and to be decided by First Appellate Authority within 30 days.
- ❖2nd Appeal can be filed within 60 days from the rejection of first appeal and to be decided within 30 days.
- ❖Aggrieved person can file a revision before the Commission within 90 days of the 2nd appeal orders.
- ❖The Commission has Sua Moto powers to entertain petitions under the Act.



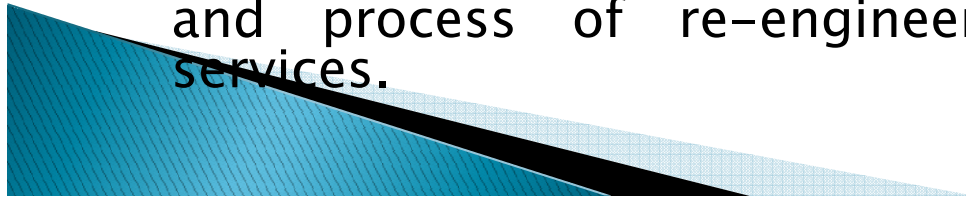
Constitution of HRTS Commission

- ❖ Chief Commissioner and Four Commissioners.
- ❖ Term—five years or 65 of the age which ever earlier.
- ❖ Status of Chief Commissioner equivalent to State Chief Information Commissioner...recently downgraded to Chief Secretary.
- ❖ Commissioner equivalent to Information Commissioner...recently down graded to Principal Secretary/Additional Secretary.



Punitive Powers

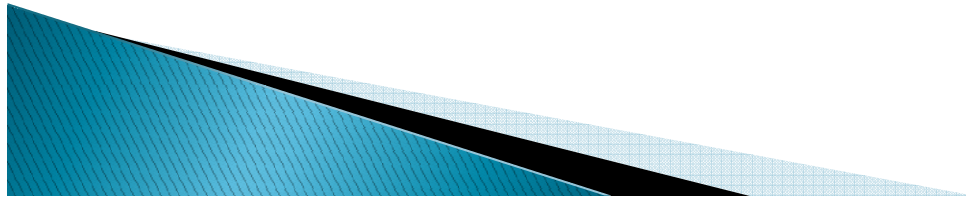
- ❖ Second Appellate Authority can impose a lump sum penalty on Designated Officer which are not less than Rs. 250/- and more than Rs. 5000/-.
- ❖ The Commission has power to impose a penalty on Designated Officer or any other official involved in the process providing notified services up to a sum of Rs. 20,000/- and may also allow compensation up to Rs. 5000/- to be paid to eligible person by defaulter.
- ❖ Commission also may recommend Departmental action against any officer or employee of the State Government.
- ❖ Commission can recommend changes in procedure and process of re-engineering for delivery of services.



Impact of the Act.

- ❖ Every Designated Officer-cum-First Appellate Authority and Second Appellate Authority have displayed the notified services in a Notice Board outside their offices.
- ❖ Every Designated Officer is maintaining a record as per Form 'A' containing of receipt of application, date of disposal and reasons for refusal.
- ❖ The Commission has conducted 1600 inspections to ensure display of Notice Board & maintenance of record in the prescribed format.

Cont...



FORM A
[see rule 4(1)]

RECORD TO BE MAINTAINED BY DESIGNATED OFFICER

Sr. No.	Name of the Applicant	Type of Service Applied	Date of receipt of Application	Date of disposal of Application	Remarks (Service provide or application rejected with reasons)
1.	SMT. PARVEEN KUMARI W/O MANMOHAN	01.01.2018	01.01.2018	DEED REGISTRATION	Service provide
2.	MOHIT KUMAR S/O VINOD KUMAR	01.01.2018	01.01.2018	DEED REGISTRATION	Service provide
3.	SMT. SHANKUNTLA RANI W/O SATDEV	01.01.2018	01.01.2018	DEED REGISTRATION	Service provide
4.	MANPREET KAUR W/O MANISH	02.01.2018	02.01.2018	DEED REGISTRATION	Service provide
5.	PAWAN KUMAR S/O HARKESH	02.01.2018	02.01.2018	DEED REGISTRATION	Service provide
6.	RAVINDER KUMAR S/O VED PARKASH	02.01.2018	02.01.2018	DEED REGISTRATION	Service provide
7.	TRIP S/O INDERPAL SINGH	02.01.2018	02.01.2018	DEED REGISTRATION	Service provide

POLICE DEPARTEMENT DSP OFFICE LADWA DISTRICT KURUKSHETRA NOTIFYING SERCVIES UNDER HARYANA RIGHT TO SERVICE ACT- 2014 (NOTIFICATION ISSUED ON 27/08/2018)					
SR. NO.	NAME OF SERVICE	GIVEN TIME	DESIGNATED OFFICE	FIRST GRIEVANCES REDRESSAL AUTHORITY	SECOND GRIEVANCES REDRESSAL AUTHORITY
155.	A). Renewal of Arm Licence The Expiry Date The Licence Issuing District Is The Same Where Service Hasbeen Sought B) Renewal of Arm licence (If presented After Alternative Cycle of 6 Years where Police Verification Is Necessary)	15 Day 22 Day	SHO Concerned	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
156.	Addition /deletion Of Weapon (If The Licence Issuing District Is The Same Where Service Has Been Sought) From The Expiry Of The Mandatory Notice Period of 45 Days As Provide under The Arms Act.	07 Day	DSP Hqrs Kurukshetra	SP Kurukshetra	DC Kurukshetra
157.	Extension of Purchase Period of Weapon (With Permissible Time Period And If The Licence Issuing District Is The Same Where Service Has Been	07 Day	DSP Hqrs Kurukshetra	SP Kurukshetra	DC Kurukshetra
158.	Registration of Coreigners (Arrival And Departure)	Immediate	DSP Hqrs Kurukshetra	SP Kurukshetra	DC Kurukshetra
159.	Registration of Coreigners (Arrival And Departure)	05 Day	DSP Hqrs Kurukshetra	SP Kurukshetra	DC Kurukshetra
160.	Copy of FIR/DDR	05 Day	Concerned SHO	Concerned DSP	Superintendent of Police Kurukshetra
161.	NOC For use of Loudspeaker (Applicable) Only In Case of S.D.M Obtain N.D.C From The Concerned SHO Before Granting Permission	05 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
162.	NOC For Fair/Melas/Exhibition/Sport/Events	05 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
163.	Stranger Verification (After Receiving The Verification of Other District/State of Which The Stranger Is Resident	05 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
164.	Tenant Verification (If Resident of Local Area)	05 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
165.	Tenant / Servant Verification If Resident of Other District/ State And Retaining The Verification From Other District/ State	05 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
166.	Other Verification Relative Service	30 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
167.	Copy of Untraced Report of Road Accident	90 Day	Concerned SHO	Concerned DSP	Superintendent of Police Kurukshetra
168.	Copy of Untraced Report Pertaining to Stolen Vehicles	90 Day	Concerned SHO	Concerned DSP	Superintendent of Police Kurukshetra
169.	Copy of Untraced Report in Theft Cases	60 Day	Concerned SHO	Concerned DSP	Superintendent of Police Kurukshetra
170.	NOC For Pre Owned Vehicles	05 Day	Concerned SHO	Concerned DSP	Superintendent of Police Kurukshetra
171.	Services Verification (In Case of Resident Haryana	10 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
172.	Character Verification	10 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
173.	Verification For Renewal of Arms License	22 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
174.	NOC For Issuance/Renewal of License of Arms Dealer	15 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
175.	NOC For Setting Up of Petrol Pump & Cinema Hall etc.	15 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
176.	Passport Verification	21 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra
177.	Verification of Fresh Arms License	30 Day	Concerned SHO	DSP Hqrs Kurukshetra	Superintendent of Police Kurukshetra

Notice : Any Person Who Is Aggrieved by any Order of Second Grievances Redressal authority May File Revision Before The Commission Within 30 Day On The Address Haryana Right To Service Commission Soc 38 - 39 2nd & 3rd Floor Sector 17-A Chandigarh 160017, e-mail-rtsc-hry@gov.in Fax- 01722709050

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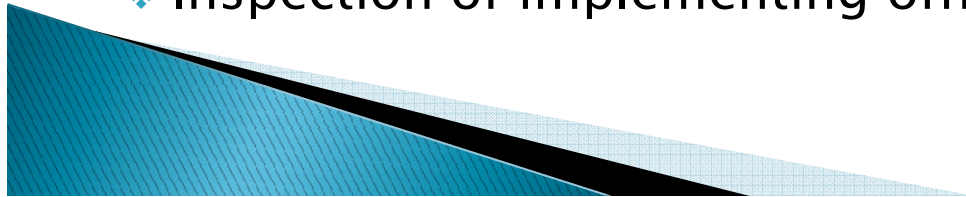
❖Revision/Suo-moto Applications received.

Year wise statement of Appeals/Revisions/
Misc. Complaints received as on 30.11.2019.

Sr. No.	Year	Appeals/Revisions	Complaints not covered under HRTSC, Act
1.	2015	07	05
2.	2016	22	16
3.	2017	52	26
4.	2018	45	128
5.	2019	72	93
Total		198	268

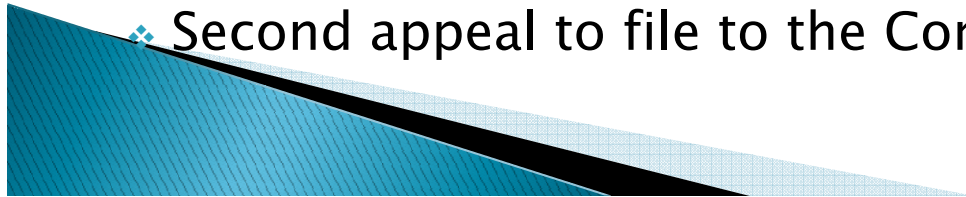
Public Awareness about Act.

- ❖ Commission has held a number of meetings of the concerned officers including District Collectors divisional/District/sub division level.
- ❖ A website of the Commissioner contains information about the notified services, time duration and provisions of the Act & Rules and other relevant information for the public at large both in English & Hindi.
- ❖ One can send Application/Complaint online on website besides email and post.
- ❖ Inspection of implementing office from time to time.

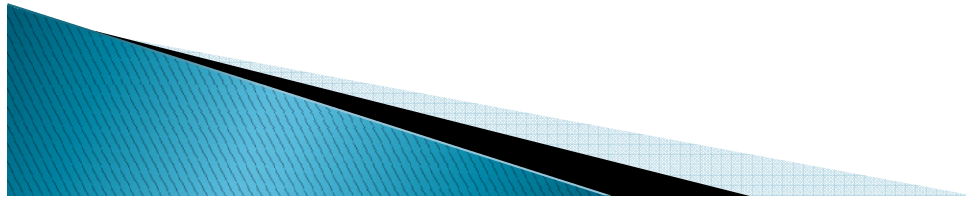


Way Forward:

- ❖ State Government purposes provision of automatic appeal on the expiry of time limit in case of Designated Officer and two Appellate Authorities. Amendment in the Act being worked out.
- ❖ An undertaking will be obtained from the applicant at the time of filing the application.
- ❖ Commission has recommended to the State Government to make provision for one appeal in case of the two appeals to cut down the time for conclusion of delivery of service.
- ❖ Second appeal to file to the Commission.



- ❖ Provision of delivery of services by Electronic mode in all the implementing departments/Agencies for Real time basis monitoring.



Thank You

