THE HARYANA RIGHT TO SERVICE COMMISSION

TIMEBOUND
TRANSPARENT
ACCOUNTABLE

ESTD. 2014 UNDER
THE HARYANA RIGHT TO SERVICE ACT

HARYANA'S PATH TO

GOOD GOVERNANCE

Government of Haryana enacted Haryana Right to Service Act, 2014, notifying timelines for public services to act as benchmark for the functioning of public functionaries.

THE ACT aims to provide for the delivery of services and benefits of schemes to ELIGIBLE PERSONS within THE NOTIFIED TIME LIMITS and for matters connected therewith and incidental thereto.

ELIGIBLE PERSON
- Includes Legal entities
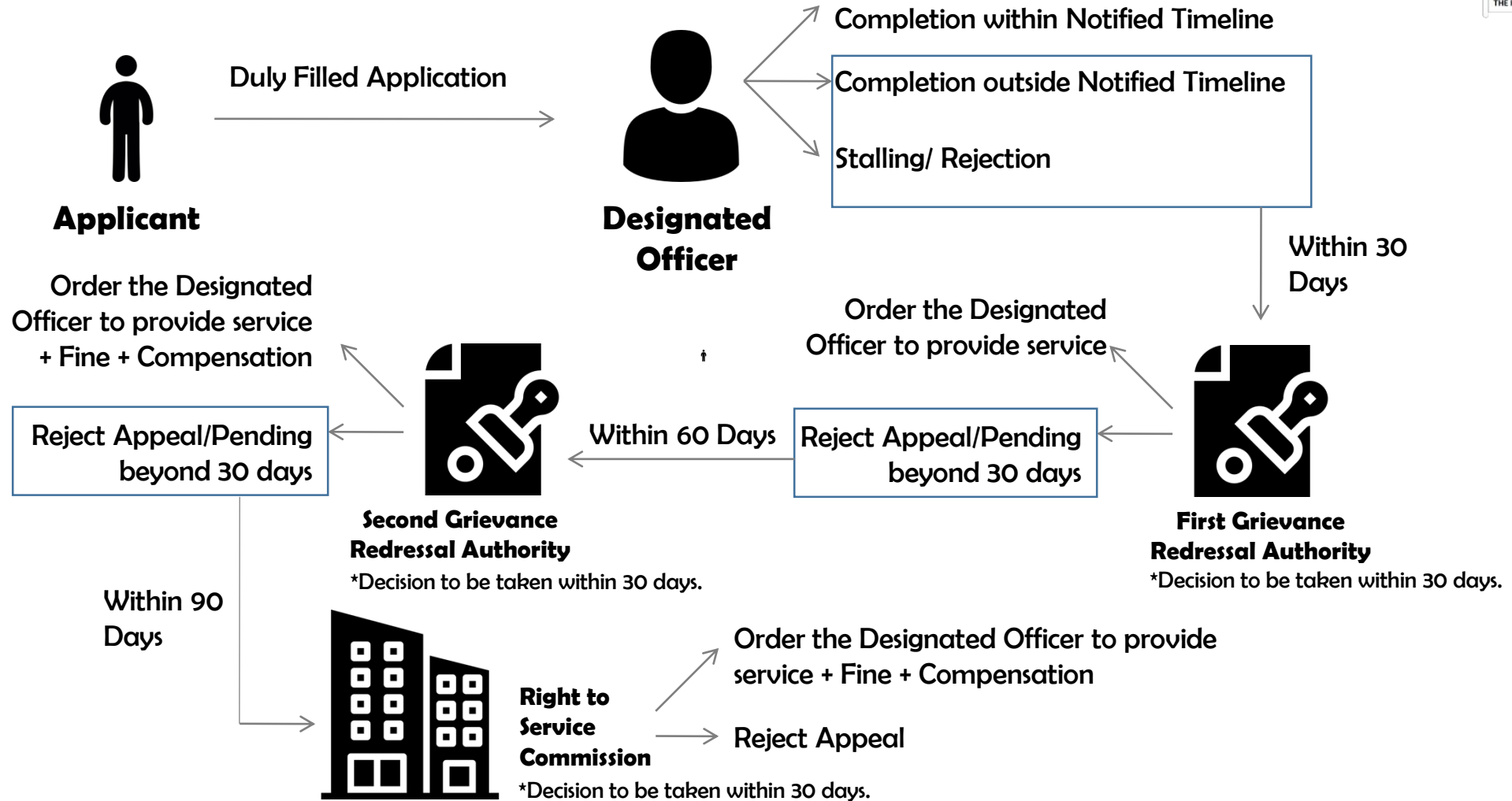
NOTIFIED TIME LIMIT
- Starts as soon as a DULY FILLED APPLICATION is received by the designated officer or a subordinate authorized to received the same

- Implies the number of WORKING DAYS within which the service must be delivered after the receipt of the application

Timelines notified for delivery of public services act as benchmark for the functioning of public functionaries. At present, 431 services and 132 schemes (Total-573) are notified under the Act. Some of the timelines are as under

Service	Timeline
NORMAL FUSE OFF CALL (CITIES)	4 HOURS
REMOVAL OF SOLID WASTE FROM STREETS	2 DAYS
SEWAGE BLOCKED/OVERFLOW OF MANHOLES	7 DAYS
SANCTION OF WATER/SEWAGE CONNECTION	12 DAYS
DRIVING LICENSE	10 DAYS
REGISTRATION OF NEW VEHICLE (RC)	15 DAYS
RESIDENT CERTIFICATE	7 DAYS
NEW ELECTRICITY CONNECTION (Low Tension)	30 DAYS
APPROVAL OF BUIDLING PLAN	3 DAYS
AAPKI BETI HAMARI BETI	30 DAYS
MUKHYA MANTRI VIVAH SHAGUN YOJNA	45 DAYS
22 BENEFIT SCHEMES FOR CONSTRUCTION WORKERS	90 DAYS
21 SUBSIDY SCHEMES FOR MSMEs	44 DAYS

In the event of contravention of provisions of the Act, a three step appellate mechanism was also set up with the establishment of Haryana Right to Service Commission.

Applicant

Duly Filled Application

Designated Officer

Completion within Notified Timeline

Completion outside Notified Timeline

Stalling/ Rejection

Within 30 Days

Order the Designated Officer to provide service

First Grievance Redressal Authority
*Decision to be taken within 30 days.

Reject Appeal/Pending beyond 30 days

Within 60 Days

Order the Designated Officer to provide service + Fine + Compensation

Reject Appeal/Pending beyond 30 days

Second Grievance Redressal Authority
*Decision to be taken within 30 days.

Within 90 Days

Right to Service Commission
*Decision to be taken within 30 days.

Order the Designated Officer to provide service + Fine + Compensation

Reject Appeal

However, even after seven years of enactment, the implementation of the Act suffered the grunt of lack of awareness among the citizens.

Although RTS Act delineated a mechanism to file appeal in case of non/timely delivery or rejection of services, the provisions were not used by the citizens which is evident from the fact that

only 7 appeals were filed in 7 years from 2014 till June, 2021

Haryana's Antyodaya SARAL acts as a one step platform for public to apply for services and government functionaries to deliver and monitor delivery of services.

- Can be reached at

  https://saralharyana.gov.in/

- Has over 600 services

- Application can be tracked at each

  step

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Detailed Service Level Report

Back

Department*:
Transport Department

Application Name:
Vahan

Service:
Dealer Point New Registration

District:
Select All

From Date:
05/06/2022

To Date:
05/07/2022

Filter: ❓
Under Process and Outside RTS

Refresh Report

Excel CSV PDF Print

Search:

Department Name	Application Name	Service Name	District Name	Application Number	Family ID	Action Status	Application Start Date	RTS Date	Last Action Date	File With User	SARAL ID	Location Type
Select All	Select All	Select All	Select All	Select All	Select All	Select All	Select All	Select All	Select All	Select All	Select All	Select All
Transport Department	Vahan	Dealer Point New Registration	PANCHKULA	HR22060524955152		In Process	05/06/2022	30/06/2022	10/06/2022	PANCHKULA		RLA
Transport Department	Vahan	Dealer Point New Registration	PANCHKULA	HR22060534962162		In Process	05/06/2022	30/06/2022	13/06/2022	PANCHKULA		RLA
Transport	Vahan	Dealer Point New	PANCHKULA	HR22060554957479		In Process	05/06/2022	30/06/2022	22/06/2022	PANCHKULA		RLA

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Welcome,

File Reference ID: N2021DEC72271

Application Submitted on: 22/12/2021 | RTS Due Date: 21/03/2022 | Last Updated on: 25/02/2022
Application Submission Location : Head Office

Department : Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)
Service : Allotment of plots

★ Rate Us

Application Status

0	10	20	30	40	50	70	100

Submit	Under Scrutiny	Agenda	Interview	Plot Allotment	Approve RLA	Issue RLA

As per the stipulated time limit, your service will be delivered tentatively by 21/03/2022
(Subject to submission of all the documents and required fee by the applicant.)

Status: In Process
Updated By: manojBansal
Remarks (if any): NA
Request now pending with: manojBansal

Performance of Districts and Departments in reference to the benchmarks set under HRTSA, 2014 can be easily viewed on Antoydaya SARAL
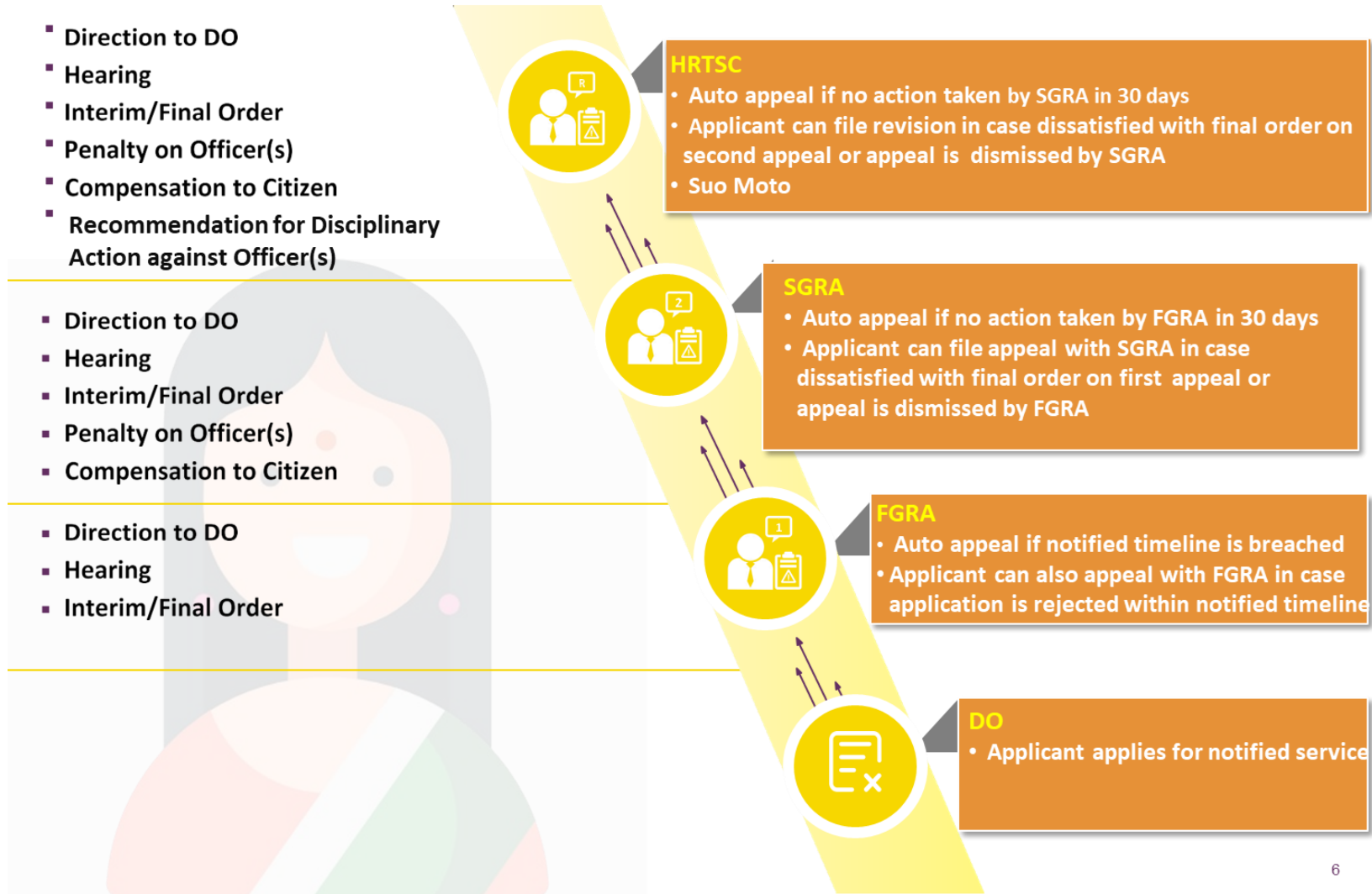
Rank	District	Completed (Recently)	Completed within RTS (Recently)	Pending outside RTS (till date)	RTS Score
			District Report (till 06/07/2022)		
1	KAITHAL	1,06,332	1,05,038	1,148	9.8
2	KARNAL	1,24,315	1,21,401	817	9.7
3	ROHTAK	1,13,504	1,11,127	1,048	9.7
4	REWARI	97,543	95,577	998	9.7
5	SIRSA	1,05,732	1,03,138	1,234	9.6
6	KURUKSHETRA	82,985	80,794	866	9.6
7	GURUGRAM	2,63,808	2,55,422	1,926	9.6
8	AMBALA	1,12,017	1,08,765	1,143	9.6
9	HISAR	1,95,043	1,90,197	2,860	9.6
10	FATEHABAD	94,303	91,560	1,241	9.6
11	FARIDABAD	1,84,893	1,79,190	2,217	9.6
12	CHARKHI DADRI	41,231	39,885	421	9.6
13	YAMUNANAGAR	1,00,907	97,484	990	9.6
14	NUH	72,994	70,944	1,248	9.6
15	MAHENDERGARH	81,698	79,472	1,545	9.5
16	PANIPAT	1,29,938	1,25,181	1,649	9.5
17	JIND	1,17,015	1,13,309	2,238	9.5
18	JHAJJAR	86,876	83,570	1,141	9.5
19	BHIWANI	1,25,022	1,21,011	2,554	9.5
20	PALWAL	72,657	70,141	1,371	9.5
21	SONIPAT	1,21,248	1,16,005	1,243	9.5
22	PANCHKULA	55,792	53,633	909	9.5
23	Haryana HQ	11,829	11,458	976	8.9
		2497682	2424302	31783	

NOTE:"Recently" here refers to time period of Application Submission taken in account.
1. Departments with schemes/services of RTS timelines less than or equal to 45 Days, "Recently" is 3 months.
2. Departments with schemes/services of RTS timelines more than 45 Days, "Recently" is 6 months.
3. Data updated upto previous day

Performance of Districts and Departments in reference to the benchmarks set under HRTSA, 2014 can be easily viewed on Antoydaya SARAL

Department Report (till 06/07/2022)

Rank	Department	Completed (Recently)	Completed within RTS (Recently)	Pending outside RTS (till date)	RTS Score
1	Police Department	1,71,728	1,71,178	143	10
1	Haryana Labour Welfare Board (HLWB)	37,635	37,631	6	10
1	Women and Child Development Department	16,681	16,612	3	10
1	Board of School Education Haryana	4,500	4,500	0	10
1	Directorate of Information, Public Relations & Languages	1	1	0	10
1	Haryana Forest Department	639	637	0	10
1	Haryana Scheduled Castes Finance and Development Corporation	21	21	0	10
8	Haryana Excise & Taxation	1,61,223	1,60,536	1,181	9.9
8	Uttar Haryana Bijli Vitran Nigam-UHBVN	91,157	90,525	264	9.9
8	Employment Department	8,674	8,646	56	9.9
8	Fisheries Department	1,521	1,520	17	9.9
8	Food Civil Supplies & Consumer Affairs Department	2,123	2,116	4	9.9
8	Labour Department	13,112	12,935	3	9.9
8	Horticulture Department	140	140	1	9.9
8	Printing And Stationery Department	180	179	1	9.9
8	Sainik And Ardh Sainik Welfare Department	73	72	0	9.9
17	Health Services Department	1,90,845	1,88,056	1,471	9.8
17	Social Justice And Empowerment	1,18,274	1,16,512	537	9.8
19	Building and Other Construction Workers (BOCW) Board	1,61,881	1,61,089	4,706	9.7
19	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	1,986	1,961	30	9.7
21	Dakshin Haryana Bijli Vitran Nigam-DHBVN	87,746	86,427	2,371	9.6
22	Transport Department	8,04,126	7,67,345	1,933	9.5
22	Agriculture Department	13,645	13,186	163	9.5
22	Housing Board	2,001	1,913	15	9.5

In order to make this benchmarking active rather than passive, AAS- Auto Appeal system was conceptualized.

- Direction to DO
- Hearing
- Interim/Final Order
- Penalty on Officer(s)
- Compensation to Citizen
- Recommendation for Disciplinary Action against Officer(s)

- Direction to DO
- Hearing
- Interim/Final Order
- Penalty on Officer(s)
- Compensation to Citizen

- Direction to DO
- Hearing
- Interim/Final Order

HRTSC
- Auto appeal if no action taken by SGRA in 30 days
- Applicant can file revision in case dissatisfied with final order on second appeal or appeal is dismissed by SGRA
- Suo Moto

SGRA
- Auto appeal if no action taken by FGRA in 30 days
- Applicant can file appeal with SGRA in case dissatisfied with final order on first appeal or appeal is dismissed by FGRA

FGRA
- Auto appeal if notified timeline is breached
- Applicant can also appeal with FGRA in case application is rejected within notified timeline

DO
- Applicant applies for notified service

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AAS was launched by Hon'ble CM Haryana on 1st September, 2021.

The uniqueness of AAS lies in the fact that it essentially entails State going into litigation against its own delinquent officers at a mass scale for not meeting the benchmarks set.

Almost 2 lakh appeals have been raised over AAS, with over 50% already having been resolved.

29 Entities Onboarded

292 Services Onboarded

1,91,700 Appeals filed

101,350 Appeals Resolved

1,63,001 Appeals with FGRA

27,803 Appeals with SGRA

470 Appeals with RTSC

1,91,700 Appeals filed as on 05.07.2022

The implementation of AAS has also had a deterrent effect on Government Functionaries, who are now much more cognizant of their duty to deliver time bound services to the citizens.

Month	Dept Name	Total Applications	Completed/Under Process within RTS	Completed/Under Process outside RTS	Within RTS %age	
Apr-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	28318	26649	1669	94.11%	
May-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	26780	24716	2064	92.29%	
Jun-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	43032	40304	2728	93.66%	PRE AAS
Jul-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	47327	44741	2585	94.54%	
Aug-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	40732	38269	2462	93.95%	
Sep-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	44992	43949	1043	97.68%	
Oct-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	38183	37413	770	97.98%	
Nov-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	32809	32013	796	97.57%	
Dec-21	Uttar Haryana Bijli Vitran Nigam-UHBVN	36542	34962	1580	95.68%	
Jan-22	Uttar Haryana Bijli Vitran Nigam-UHBVN	31513	30891	622	98.03%	
Feb-22	Uttar Haryana Bijli Vitran Nigam-UHBVN	31662	31224	438	98.62%	POST AAS
Mar-22	Uttar Haryana Bijli Vitran Nigam-UHBVN	39122	38348	774	98.02%	
Apr-22	Uttar Haryana Bijli Vitran Nigam-UHBVN	33972	33685	287	99.16%	
May-22	Uttar Haryana Bijli Vitran Nigam-UHBVN	35831	35559	272	99.24%	
Jun-22	Uttar Haryana Bijli Vitran Nigam-UHBVN	35379	34960	419	98.82%	

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Month	Dept Name	Total Applications	Completed/Under Process within RTS	Completed/Under Process outside RTS	Within RTS %age	
Apr-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	525	471	54	89.71%	
May-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	638	609	29	95.45%	
Jun-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	667	585	82	87.71%	
Jul-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	863	749	114	86.79%	
Aug-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	759	677	82	89.20%	PRE AAS
Sep-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	740	679	61	91.76%	
Oct-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	725	684	41	94.34%	
Nov-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	570	527	43	92.46%	
Dec-21	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	739	671	68	90.80%	
Jan-22	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	563	519	44	92.18%	
Feb-22	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	640	609	31	95.16%	
Mar-22	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	760	728	32	95.79%	
Apr-22	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	808	789	19	97.65%	POST AAS
May-22	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	1120	1114	6	99.46%	
Jun-22	Haryana State Ind and Infrastructure Development Co Ltd(HSIIDC)	692	681	11	98.41%	

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Month	Dept Name	Total Applications	Completed/Under Process within RTS	Completed/Under Process outside RTS	Within RTS %age	
Apr-21	Housing Board	615	387	228	62.93%	PRE AAS
May-21	Housing Board	310	174	136	56.13%	
Jun-21	Housing Board	669	459	210	68.61%	
Jul-21	Housing Board	721	575	146	79.75%	
Aug-21	Housing Board	800	711	89	88.88%	
Sep-21	Housing Board	994	900	94	90.54%	
Oct-21	Housing Board	757	670	87	88.51%	
Nov-21	Housing Board	731	684	47	93.57%	POST AAS
Dec-21	Housing Board	906	861	45	95.03%	
Jan-22	Housing Board	837	810	27	96.77%	
Feb-22	Housing Board	855	819	36	95.79%	
Mar-22	Housing Board	882	847	35	96.03%	
Apr-22	Housing Board	792	783	9	98.86%	
May-22	Housing Board	812	760	52	93.60%	
Jun-22	Housing Board	861	841	20	97.68%	

Way Forward for HRTSA, 2014 and AAS

Comprehensive coverage of Public services under HRTSA, 2014 and onboarding of all Notified Services over AAS.

Re engineering Processes and Revising timelines wherever found needed.

Awareness and Capacity Building among Officers.

Awareness among Public/Public Representatives.

Institutionalizing Monitoring.

Thank You!