

2017



# Recommendations of the Haryana Governance Reforms Authority

## First Status Report

Institutional Framework for Citizen-Centric Governance: A Note to Setup a Department of Governance Reforms

Report on Grouping of Departments into Clusters for Better Coordination/Implementation.

Report on Evaluation of Right to Service Act, Haryana

Report on Single Appeal - the Amendment in the Various Sections of Land Revenue Act, 1887



Haryana Governance Reforms Authority



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**2017**



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# I

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## **INSTITUTIONAL FRAMEWORK FOR CITIZEN- CENTRIC GOVERNANCE: A NOTE TO SET UP A DEPARTMENT OF GOVERNANCE REFORMS**

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## **INSTITUTIONAL FRAMEWORK FOR CITIZEN-CENTRIC GOVERNANCE A NOTE TO SET UP A DEPARTMENT OF GOVERNANCE REFORMS**

### **Perspective**

Governance, for whom and for what, is a legitimate question that normally gets lost in the processes, procedures and application of technology. These rules of exchange in many spheres do not protect the rights and entitlements of the people on the margins besides treating a fairly large section of the citizenry in an undignified manner.

### **Change in Game Rules**

The context for systems of public service-delivery has changed. As we all know, governance is the rule of the game that regulate citizen's interaction with the government. The problem is that these rules are overtly violated and these violations have become more visible because, in the 21<sup>st</sup> Century, the game itself has changed.

### **Revitalisation of the system**

For tardy delivery of public services, an easy explanation often offered is the prevalence of corruption, high transaction costs and an absence of transparency. And even though this may sound perverse but an interesting observation is that bribery, which did facilitate functioning with a measure of efficiency, has ceased to produce results. A clear message emerged that the system has ceased to be functional. Historically, governance has become a prisoner of the colonial non-faith citizen-government exchange.

### **Maximum governance and minimum government**

The relevant question is about transforming the interaction between the citizenry and the government and addressing the trust, dignity and productivity deficit that makes this relationship and to make it more participatory for citizens and change the rules and procedures to put in place an engaged governance.

Engaged governance means 'politically more engaging and developmentally more equitable'. In order to enable conditions for achieving this meant empowering the citizens. The focus, therefore, has been to reduce the mistrust between the citizenry and

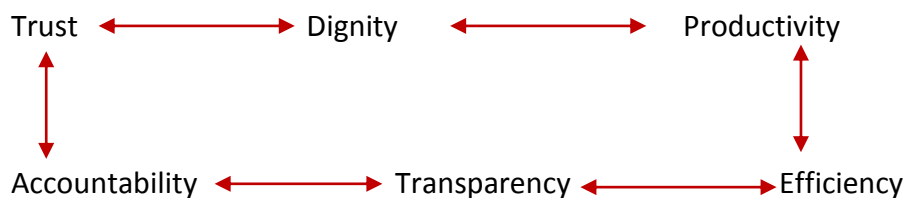
government. In other words, to eliminate all those procedures that makes the right to identify for a citizen, restrictive.

### Easy solution in e-governance?

Notwithstanding this, we have become confident that 'technology' has an answer to all this. We assume that by simply prefixing 'e' to an infinite range of abstract nouns it becomes good governance. Undoubtedly, the application of unique ID number and so-called business re-engineering shall provide efficiency, but only to the existing undignified exchange.

Thus, the need is not only e-governance, but **engaged** governance which is why the main thrust of reforms ought to be **convergence of engaged governance** (i.e. to meet trust, dignity, productivity and citizen engagement deficit) **with e-governance** (transparency, efficiency and accountability).

### Convergence of engaged governance with e-governance



The processes, procedures and rules are suited to meet trust, dignity, productivity deficits and, simultaneously, capacity of the system is to build around core elements of e-governance, i.e., efficiency, accountability and transparency. The main focus remained:

- a) To make systems more accountable in terms of costs, conduct and performance.
- b) To enhance efficiency to make it more accessible through availability of equal services to the people in equal needs (supply side). And, also to ensure quality and reduce transactions costs through checking perverse incentives, non-statutory and discretionary powers, amending inappropriate rules leading to inefficiency and corruption.
- c) To make interaction between the citizens and the government more participatory leading to transparency.

To make these reforms sustainable, efforts have to be made to overcome do-gooder personality-centric ad-hoc initiatives through formalisation of reforms by rule amendments,

procedural changes, redefining the role and duties of the stakeholders and these have to be integrated into sustainable plans and budget lines.

### Setting up of a Department of Governance Reforms

The parameters of accountability to be redefined through strengthening of the internal controls rather than multiplying external oversights. For instance, a **Department of Governance Reforms** need to be set up for planned and sustainable changes in the governance systems. This department will be autonomous to take decision in response to needs of citizens and to be supported by an independent financial system. As an integrated department accountable for service-delivery with appropriate IT application and transparent grievance redressal mechanism it will add to the functionality of the system. Notwithstanding the fact that for efficient delivery and application of IT is necessary for making system accountable, but at the same time, to have a feedback system to build citizens ownership is equally important.

Department of Governance Reforms
<ul style="list-style-type: none"><li>• For implementation of governance reforms a nodal Department of Governance Reforms to be set up after merging the following:<ul style="list-style-type: none"><li>• Administrative Reforms</li><li>• Information Technology</li><li>• Grievance Redressal</li><li>• Monitoring and Evaluation</li></ul></li><li>• The mandate of the department is inter-departmental coordination, technology support, policy on capacity-building and convergence of engaged governance with the e-governance</li></ul>

**To achieve this, a nodal Department of Governance Reforms is to be set up after merging the following:**

- Administrative reforms
- Application of IT in governance
- Grievance redressal including Chief Minister Window Portal
- Monitoring and evaluation

The mandate of the department is interdepartmental coordination, technology support, policy on capacity-building and convergence of e-governance with engaged governance.

### Department of Administrative Reforms

The Department of Administrative Reforms is the nodal agency of Government of Haryana for carrying out governance reforms. The mission of the Department is to pursue

improvement in Government policies, structures and processes; promote citizen-centric governance with emphasis on grievance redressal; encourage innovations in e-governance; documentation and dissemination of best practices. It provides a formal platform for exchanging and disseminating reform-related ideas and successful best practices. It also acts as a clearing house for reform measures and also functions as one-stop facility for incubating, documenting, disseminating and assisting in replication of the best practices. In addition to these reform functions, the Department also conducts “work” studies to examine the requirement of additional staff by the other departments.

To promote proactive, responsive, accountable, sustainable and efficient administration at all levels of the government, the following strategies are adopted by the Department (see Appendix I):

1. Formulation and implementation of citizen’s charters
2. Management studies
3. Identification of grievances areas and measures for quick remedial action
4. Reduction of corruption, delay and inefficiency in the state machinery
5. Implementation of the Right to Information Act, 2005.
6. Implementation of the Haryana Right to Service Act, 2014.

### **Application of Information Technology in Governance, E-Disha and Common Service Centres, CM Window and Grievance Redressal**

The functions relating to application of information technology in governance to be merged with the new Department of Governance Reforms as per the allocation of business rules (Appendices II and III).

## **MONITORING AND EVALUATION**

### **Comparing Inputs, Outputs and Outcomes**

Governance from the policy perspective have to co-relate inputs in terms of material, human costs and community involvement with the outputs namely efficient processes of delivery of services and outcomes, i.e. citizens’ satisfaction.

It would be worthwhile to evaluate, how far reforms have become citizen-centric and responsive to the broader indicators of access to public services and accountable administration.

### **Impact Evaluation**

Impact evaluation has to be integral part of the governance reforms. The most relevant indicators of impact evaluation has to be to see how far governance reforms have contributed to growth in the confidence of the people in the delivery system. The indicators for measurement of accessibility, efficiency and accountability shall lead to developing a performance matrix of governance reforms.

### **Grading and Comparisons**

The grading and comparison of performance per se may lead to substantial change for the better. These standards in terms of time and quality must be derived from citizen charters, guidelines issued by Courts and Human Rights Organisations and changing global standards and local needs articulated in the media and by the civil society organisations. Another element is to draw these standards from public surveys especially with regards to governance reforms in relation to citizens in general and vulnerable groups in particular.

### **Citizen Engagement and Diversity Representation**

There is a challenge to mainstream governance reforms into regular reforms. A number of considerations have to be considered, such as, how far the principle of community participation has become operational in everyday practice, and how far diversity responsiveness in terms of social placement is reflected in staff and community representation, resource allocation to fulfil multi-cultural needs, building capacity of the stakeholders, diversity sensitive accountability and monitoring mechanisms?

The capacity of governance reforms has to be measured on three accounts i.e. Human resources, Infrastructural resources and System of management.

### **Monitoring of Projects, Schemes and Activities**

Building a monitoring system at the onset of the programme initiatives allows for checks and balances to be inculcated internally. A planning matrix for each of the governance reforms objectives related to short and long-term goals have to be put in place for periodic appraisals.

### APPENDIX I

#### Annexure I

No.21/17/88-1AR  
Government of Haryana  
Chief Secretary's Office  
Administrative Reforms Department

Chandigarh  
Dated: 10th March 2015

1. Secretary to Governor for Information to His Excellency, The Governor of Haryana
2. Sr. Secretary to CM for information to Hon'ble Chief Minister.
3. All Financial Commissioners & Principal Secretary/ Commissioners & Secretaries to Government, Haryana.
4. Principal Secretary to CM/Addl. Principal Secretary to CM/Deputy Principal Secretary to CM/OSD to CM.
5. All Special Secretary to Government, Haryana.
6. All Senior Secretaries/Secretaries/Private Secretaries to Minister/Ministers of State/Chief Parliamentary Secretaries.

**Subject:- Standing orders of Administrative Reforms Department**

**Sir,**

I am directed to refer you on the subject noted above and to forward a copy of Standing Orders of Administrative Reforms Department, along with its annexure, for information.

Yours faithfully

Superintendent (A.R)  
For Chief Secretary to Government, Haryana  
Administrative Reforms Department

## **Annexure II**

### **HARYANA GOVERNMENT ADMINISTRATIVE REFORMS DEPARTMENT**

#### **STANDING ORDERS**

In pursuance of the provision of rules 18 and 19 of the Rules of Business of the Government of Haryana, 1977, framed under Article 166 of the Constitution of India, it is hereby directed that the work being dealt with in the Administrative Reforms Department by Administrative Reforms Branch, Delay Checking Unit, Staff Inspection Unit, Research Unit and RTI Cell under the administrative control of the Chief Secretary to Government, Haryana shall be disposed off as indicated in the annexure to this order.

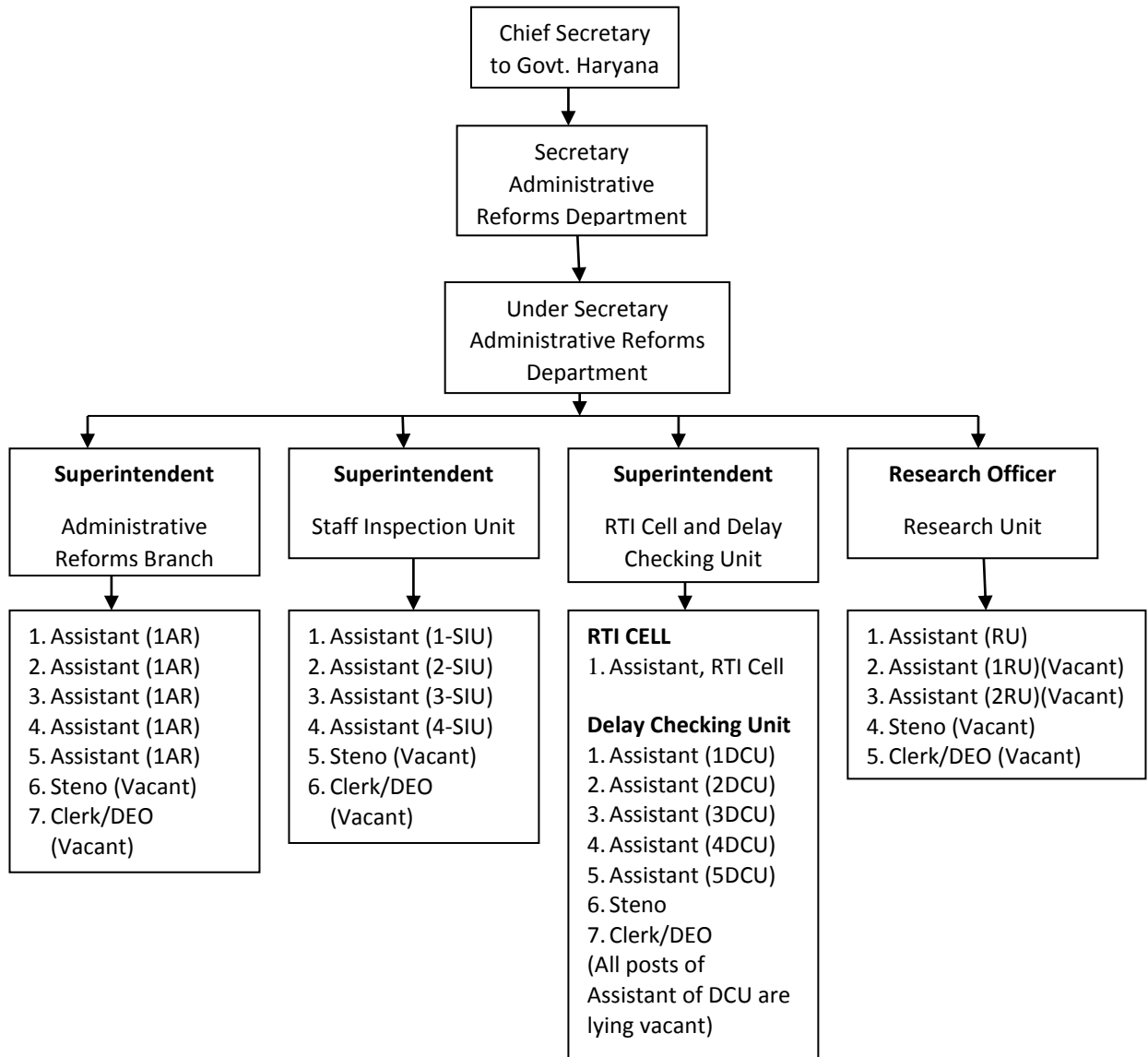
2. These delegations shall be considered as binding only in the sense that the cases mentioned against each level shall not normally go to any higher authority. However, simple cases and simple stage of difficult cases can and shall be disposed off at the levels lower than mentioned in this list. Guidance for this should be had from past precedents.

3. In my absence, the Chief Secretary to Government, Haryana, may finally dispose off the cases of extreme urgency pertaining to Administrative Reforms Department. Such cases, however, shall be shown to me, on my arrival at Chandigarh.

**Manohar Lal**  
Chief Minister, Haryana

Chandigarh, Dated  
the -- February 2015

### Annexure III



## **Annexure IV**

### **ADMINISTRATIVE REFORMS DEPARTMENT**

#### **Scope of Work**

1. All matter concerning administrative reforms in the Departments of the Government and introduction of organisation and methods work.
2. All matters relating to Administrative Reforms Commission/*Haryana Governance Reforms Authority* and follow up action on reports.
3. Associations of Government employees – policy regarding.
4. Classification of offices.
5. Inspection for delay checking and other administrative lapses in various departments.
6. Joint Consultative Machinery for Government employees.
7. Policy regarding records management in Government departments.
8. Revision and updating of Secretariat instructions and office manuals.
9. Work study of various departments of Government for assessing staff requirements.
10. Right to Information Act, 2005 (Act 22 of 2005).
11. All matters relating to the State Information Commission.
12. Preparation and implementation of Citizen's Charters of departments.
13. Haryana Right to Service Act, 2014.
14. All matters relating to the Haryana Right to Service Commission

## **APPENDIX II**

### **Annexure I**

Government of Haryana  
Electronics and Information Technology Department  
Secretariat for Information Technology  
9<sup>th</sup> Floor, Haryana Civil Secretariat, Chandigarh

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#### **STANDING ORDER**

In pursuance of the provisions of rule 18 & 19 of the rules of Business of the Government of Haryana, 1997, I hereby order that the classes of cases set out in the sub-joined Schedule "A" shall be brought to the personal notice of the undersigned, while the remaining classes of cases set forth in the sub-joined schedules "B" and "c" shall be disposed of by the Principal Secretary to Govt. Haryana, Electronics & Information Technology Department, Secretary/Special Secretary/Joint Secretary, Electronics & IT Department, respectively.

2. All cases requiring my order will be routed through the Principal Secretary to Govt. Haryana, Electronics & Information Technology Department, except such cases as have been listed in Scheduled 'B' and 'C' respectively.

3. If am away from Chandigarh, the Principal Secretary to Govt. Haryana, Electronics & Information Technology Department, may finally dispose of any cases of extreme urgency, which is otherwise required to be submitted to the undersigned for order, being the Minister-in-charge of Electronics & Information Technology Department. Similarly, if the Principal Secretary, Electronics & Information Technology Department is also away from Chandigarh, the Secretary/Special/Joint Secretary, Electronics & IT Department may finally dispose of any case of extreme urgency, which is otherwise to be submitted to the undersigned Principal Secretary Electronics & IT for order. However, such cases must be submitted to me for any information and order if any, on my return to Chandigarh.

4. No order orders shall be open to question in any representations, enquiries or courts only because the relevant file has not received the approval of the prescribed authority under these delegation orders.

5. Subject to the provisions made in Schedule "A", "B" and "C" the Principal Secretary Electronics & IT would be competent to allocate duties amongst his subordinate officers such as the Administrative Officer/Secretary/Joint Secretary/Special Secretary of Electronics & Information Technology Department. Further, the Principal Secretary may send for any case which under these orders is either to be disposed of by the Secretary/Special Secretary/Joint Secretary himself or is to be sent by him directly to the

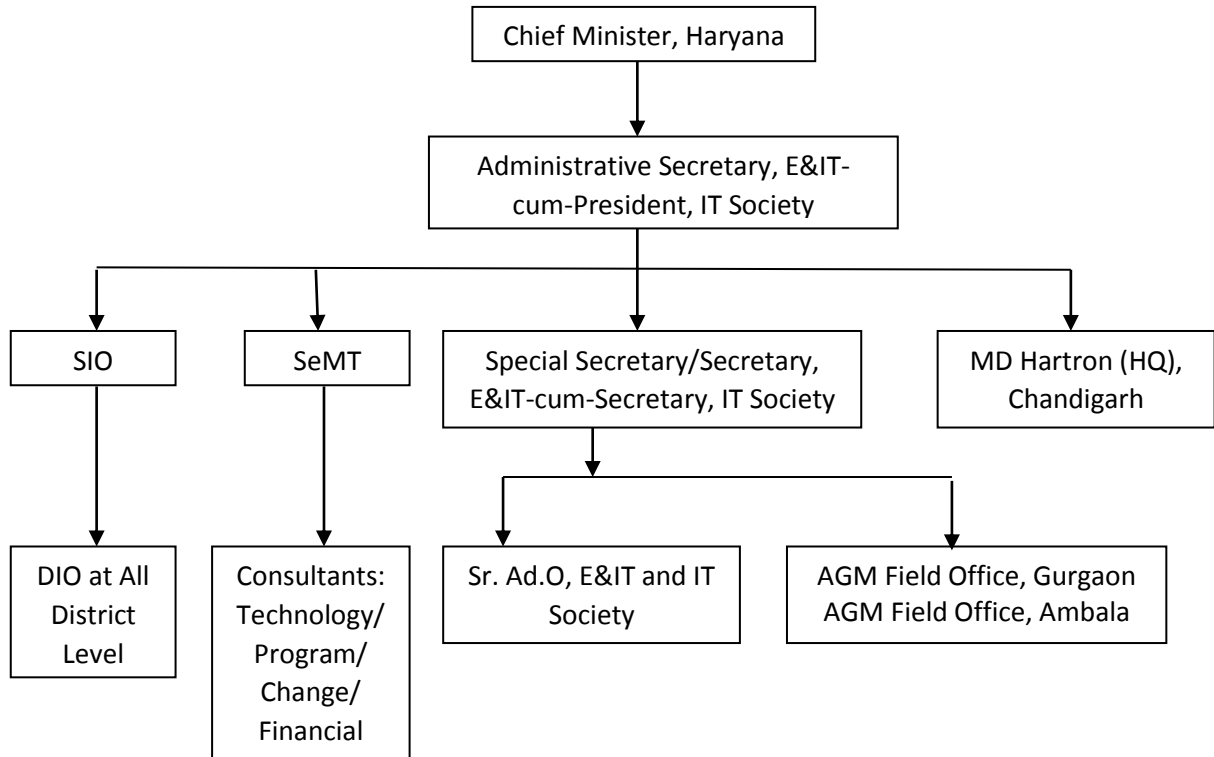
## **Annexure II**

### **Electronics & Information Technology Department, Haryana Allocation of Business Rules**

1. All matters concerning computer based information Technology and processing including hardware and software and standardisation of procedures.
2. All Technology pertaining to silicon, other than metallurgical grade silicon.
3. Co-ordination of requirements relating to electronics processing equipments (computers)
4. Development of electronics and co-ordination amongst its various users.
5. Establishment matters relating to officers and staff under the administrative control of the department except matters allotted to the General Administration Department.
6. To Development and promote Information Technology based system in the State.
7. To create infrastructure facilities for rapid growth of Information Technology and equipment.
8. To develop data base information Technology System and provide facilities of data base to the manufacturing unit and promoter/entrepreneurs.
9. To provide technology services and congenial atmosphere for manufacturing units and promoter/entrepreneurs.
10. To inter-link various departments and agencies of the State and to create common information base network.
11. To create infrastructure facilities for training and manpower development in the field of Information Technology.

### Annexure III

#### Organisational Structure of Electronic and IT Department



## **Annexure IV**

### **Common Service Centres and E-District Section**

#### **1. Services provided**

Atal Seva Kendras (formerly Common Service Centres) have been envisaged as citizen delivery locations in the state of Haryana to deliver citizen services at the door step of citizens. Till date, 4906 ASK IDs have been created and more than 3700 ASKs have been transacting.

At present, a total of 170 State Government to Citizen (G2C) eServices (List enclosed) pertaining to 24 departments are being delivered through these Atal Seva Kendras and 134 eDisha centres across the State. In addition, 99 Business to Citizen (B2C) services and 12 G2C Services of Govt. of India are also being provided through these centres.

#### **2. A note on front end and backend architecture**

State Government to Citizen (G2C) eServices have the full-fledged applications which have been developed by NIC-HSU and/or concerned departments through IT companies. The Business to Citizen (B2C) services and G2C Services of Govt. of India are being delivered through CSC-PSV portal. The services of SSDG have only the front end. Any further information regarding details on front end and backend architecture may be taken from NIC-HSC and concerned departments.

## **APPENDIX III**

### **CM Window Portal: Public Grievance Redressal and Monitoring**

CM Window is a grievance redressal and monitoring system in Haryana implemented since 25 December 2014 in all districts and all departments of Haryana. With the formation of the new Government, this project has been implemented as Flagship programme of Haryana. The CM Window counters are working at all e-Disha Kendras and from 25<sup>th</sup> December, 2016, these have been started at all Sub Division Level offices II to get the grievance letters from the common citizens for CM office. On registration citizens gets the SMS on his/her mobile phone with the grievance registration number. This grievance number is used by complainant for tracking the grievance redressal online.

Once the grievances are submitted, the CM window cell at CM Office forwards these grievances to concerned offices/departments and tracks these grievances till its resolution to the satisfaction of the citizen.

#### **Result Outcome**

Total Grievance registered till days: about, 2,41,000

Disposed till date: 2,04,000

#### **Future plans**

Create more features for better monitoring.

# II

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## REPORT ON GROUPING OF DEPARTMENTS INTO CLUSTERS FOR BETTER COORDINATION/ IMPLEMENTATION

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## **REPORT ON GROUPING OF DEPARTMENTS INTO CLUSTERS FOR BETTER COORDINATION/IMPLEMENTATION**

The proposal under consideration is for the clustering of different departments for evolving realistic policies characterized by pragmatism and a medium/long term perspective.

However, some initial clarifications require to be indicated.

First, by just adding one more layer in the hierarchy, without evolving dynamic systems of interdepartmental and inter-sectoral consultation, may not be very productive.

Secondly, in State, there is a dual (Secretariat and Directorate) system. A large number of FRs and proposals originate from the Directorates which provide the professional & technical inputs, the Secretariat does not have any independent professional manpower, unlike the Ministries in the Govt. of India. The Secretariat-level merger of the departments, therefore, would not result in any material change.

The clustered departments would, of course, indicate in the Standing Committee any of the new schemes/initiatives likely to be launched by the relevant Ministry in the Government of India in the next Financial Year.

Appropriate care will also have to be taken not to stifle the initiatives of the departments. As such, clear operational rules are needed to avoid that possibility. The proposals for clustering need to go beyond simply nominating a coordinating Secretary and lay down appropriate institutions and systems especially;

- a.) A Standing Committee consisting of Secretaries and Heads of the Departments of the clustered Departments would primarily consider the proposals/new schemes involving more than a specified outlay, or a specific policy before it is taken up for consideration, by the concerned department with Planning, Finance Departments etc. This will itself ensure that half-baked schemes/overlapping of the schemes by more than one department, are not included in the Annual Plans of the departments.
- b.) Optimizing interdepartmental coordination and monitoring through regular meetings of the Standing Committees on policy outputs and activities. These inputs can be used

by the departments to enrich the policy and overcome interdepartmental bottlenecks. Secretary to take final decisions.

- c.) There is an inherent element of tentativeness about the proposed clusters. As such, the departments proposed to be under a particular cluster are not sacrosanct and within any watertight compartments.
- d.) The senior most officer to be appointed/designated by any distinctive nomenclature, being the presiding officer of the Cluster, should also, ideally, be the Additional Chief Secretary of an independent department.

The clusters proposed are at Appendix-I.

## APPENDIX-I

### CLUSTER –1

#### 1. Social Development, Welfare and Security

a.) As of now, the entire education sector is singularly unidirectional, with each discipline carrying on its own mandate, unmindful of the imperative need to coordinate and compliment other branches of knowledge generation. It is on a strong, sturdy and comprehensive foundation after school education that the subsequent specialized branches would be able to facilitate the nurturing of genuinely sound interests whether in Medical Science, Engineering, Social Science etc. As such, the entire education sector has been clustered together.

The proposed cluster on 'Social Development, Welfare and Security' :

- i) School Education
- ii) Higher Education
- iii) Technical Education and Industrial Training
- iv) Health and Family Welfare (M.E.R.)  
(Close coordination with the Department of Medical Education and Research for initiating courses/programmes that the changed health care system requires).
- v) Sports and Youth Services/C-PYTE
- vi) Labour
- vii) Employment Generation
- viii) Social Security, Women and Child Development  
(Combating the Menace of Female Foeticide through Wider Awareness and a system of incentives)
- ix) Welfare of SCs/BCs/OBCs
- x) Defence Welfare
- xi) Freedom Fighters
- xii) Distribution of Atta/Daal Scheme (only)  
(Department of Food Supplies and Consumer Affairs)
- xiii) Pensions/Grievances of the Pensioners

## CLUSTER-2

### 2. Economic and Infrastructural Development

As all these years, the departmentalized approach by each department literally remained compartmentalized with no interaction, integration or compatibility in policy formulation, execution and monitoring with line-departments. For instance, the drainage department, with top heavy invested pyramid of the hierarchy of over half of the staff headquartered resulting in abysmally poor, virtually absent monitoring in the field, has played havoc with the drainage system. The obvious result has been severe water logging of thousands acres of the precious agricultural land. One wonders, where have the crores of funds gone that have been released year after year on the special intervention of the Hon'ble CM/Irrigation Minister, etc.

As such, it is the crying need of the day to ensure proper coordination amongst the key departments from the initial stages.

#### **The Proposed Cluster**

- i) Power
- ii) Industry and Commerce
- iii) Investment Promotion
- iv) Information Technology
- v) Science and Technology (R & D)
- vi) Non-Conventional/Renewal Energy (R & D)
- vii) Environment and Forests.
- viii) Irrigation/Water Management/Drainage
- ix) Agriculture
- x) Food Procurement/Distribution – Supplies and Consumer Affairs.
- xi) Horticulture, Food and Agro-Processing
- xii) Animal Husbandry, Fisheries
- xiii) Cooperation
- xiv) Dairy Development
- xv) Civil Aviation
- xvi) Public Works Department (Building and Roads)
- xvii) Transport.

### **CLUSTER-3**

#### **3. Urban and Rural Development**

In order to ensure proper and planned development in rural as well as urban areas, the various Government departments are requested to work in tandem with other line departments.

- i) Local Government and the Punjab Water Supply and Sewerage Board
- ii) Housing, Urban Development and Town Planning
- iii) Rural Development and Panchayats
- iv) Water Supply and Sanitation
- v) Epidemiology Wing of the Health Department

### **CLUSTER-4**

#### **4. Fiscal Management**

For raising of financial resources for planned policy formation, the following Departments are proposed to be clustered under Public Finance, Economic Development and optimizing the resources with matching outcomes.

##### **The Proposed Cluster:**

- i) Finance
- ii) Planning
- iii) Excise & Taxation
- iv) Registration & Stamp Duty (Revenue)
- v) Revenue.

## CLUSTER-5

### 5. General Administration And Regulatory Mechanism

To have the smooth control and administrative set up with coordination and appropriate accountability, with a view to minimizing litigation by the employees, the following departments are proposed to be clustered:-

- i) GAD
- ii) Personnel
- iii) Vigilance
- iv) Coordination
- v) Parliamentary Affairs
- vi) Home Affairs and Justice
- vii) Home (Legal Remembrancer and Prosecution and Litigation)
- viii) Department of Administrative Reforms/Grievances Redressal
- ix) Information and Public Relations
- x) Printing and Stationery
- xi) Hospitality Wing
- xii) Culture and Tourism
- xiii) Surface Transport
- xiv) Drugs, Food, Milk Adulteration etc.
- xv) NRI Affairs

# III

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## REPORT ON EVALUATION OF RIGHT TO SERVICE ACT, HARYANA

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## I

### INTRODUCTION: OBJECTIVES AND METHODS OF STUDY

Efficient and effective delivery of public service is a measure of good governance. The Right to Service Act has been devised to guarantee time-bound delivery of services. Haryana has introduced the Right to Service Act. Under the purview of the Act, each service has been given a timeframe within which the officials must deliver it to the citizen. If they fail to do, the applicant can appeal to the grievance redressal authority. The Authority then has a specific period to review the appeal. If the appeal is approved, service is immediately provided, and punitive or disciplinary action may be initiated against the concerned official for not providing the service in a time bound manner or for denial of service.

The Right to Service Act is a bold step towards institutionalising accountability and empowering citizens. Madhya Pradesh was the first State to pass the Public Service Guarantee Act in August 2010. Bihar became the second State to implement the Act in July 2011. Punjab, Uttarakhand, Delhi, Jharkhand, Himachal Pradesh, Rajasthan Uttar Pradesh, Karnataka, Chhattisgarh, Jammu and Kashmir and the Central Government introduced the Act in 2011. While, Odisha, Assam and Kerala incorporated the Act in 2012. Gujarat, West Bengal and Goa notified in 2013. Haryana notified in 2014. Maharashtra notified in 2015.

#### **The Haryana Right to Service Act, 2014**

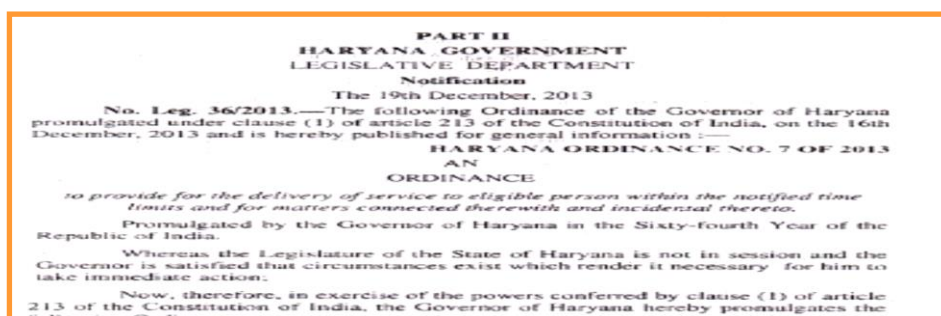
##### **A brief overview of the Act**

The State of Haryana promulgated the Haryana Right to Service Ordinance on 19<sup>th</sup> December 2013. Subsequently, the Haryana Right to Service Act, 2014 was passed by the State Assembly on 26<sup>th</sup> March 2014. The Act was implemented to institutionalise an effective framework of accountability and transparency which guarantees time-bound delivery of services by various Government Departments operating under the State of Haryana. The Act dictates that an eligible candidate must submit an appropriately filled application form to the designated officer to obtain service. After receiving the application, the designated officer must provide service or reject the application within a fixed time frame (different services have different allotted time frames). The period has been defined as starting from the date the requisite application form is received by the designated officer

or his subordinate. If an eligible person's application is rejected or he does not receive the service within the prescribed time limit, he has the option to file an appeal to the first grievance redressal authority within 30 days from the date of rejection or the expiry of the notified time limit. If the appeal is found to be genuine the first grievance redressal authority may direct the concerned official to deliver the service within seven working days and may also summon the official to provide reasons for delay or non-delivery of the service. The first grievance redressal authority must address the appeal within 30 days of receipt. In case, the appeal is rejected by the first grievance redressal authority; the applicant can then file an appeal to the second grievance redressal authority within 60 days from the date of rejection. If the appeal is found to be genuine, the second grievance redressal authority can direct the official to deliver the service within seven working days. The second grievance redressal authority has a prescribed time limit of 60 days to address the appeal. Further, if the second grievance redressal authority deems the concerned official in the process has failed to deliver the service without sufficient and reasonable cause, it may levy fine (not less than 250 rupees/- and not more than 5000 rupees/-) on the official or take disciplinary action against the official. The applicant is also eligible to receive compensation from the concerned official if the second grievance redressal authority deems it fit. If the applicant is not satisfied with the second grievance redressal authorities' decision, he/she can further file a revision in front of the Commission within 90 days. Ensuring the proper implementation of the Act is the Commission's responsibility. The Commission is also responsible for advancing suggestions to the Government to ensure better delivery of services.

### **The Haryana Right to Service Act, 2014: Timeline since Inception**

- On 19.12.2013 The Haryana Right to Service Ordinance is promulgated.



- On 26.03.2014 The Haryana Right to Service Act is implemented.

**HARYANA GOVERNMENT**  
**LAW AND LEGISLATIVE DEPARTMENT**  
**Notification**  
 The 26th March, 2014

**No. Leg. 7/2014.—The following Act of the Legislature of the State of Haryana received the assent of the Governor of Haryana on the 22nd March, 2014, and is hereby published for general information :—**

**(HARYANA ACT NO. 4 OF 2014)**  
**THE HARYANA RIGHT TO SERVICE ACT, 2014**  
**AN**  
**ACT**

*to provide for the delivery of service to eligible person within the notified time limits and for matters connected therewith and incidental thereto.*

- On 01.07.2014 Notification regarding Haryana Right to Service Rules, 2014 is published.

**HARYANA GOVERNMENT**  
**ADMINISTRATIVE REFORMS DEPARTMENT**  
**Notification**  
 The 1st July, 2014

**No. 7/11/2014-3AR.— In exercise of the power conferred by sub-section (1) and (2) of section 21 of the Haryana Right to Service Act, 2014 (Haryana Act No. 4 of 2014), the Governor of Haryana hereby makes the following rules, to carry out the purposes of the said Act, namely :-**

1. (1) These rules may be called the Haryana Right to Service Rules, 2014.
- (2) They shall come into force on and with effect from the date of their publication in the Official Gazette.

- The Haryana Right to Service Commission (Management) Regulations, comes into force with effect from 2015.

**The Haryana Right to Service Commission  
 (Management) Regulations, 2015.**

In exercise of the powers conferred by section 17(4) of the Haryana Right to Service Act, 2014 (Haryana Act No. 4 of 2014) and all other enabling provisions in this behalf, Haryana Right to Service Commission hereby makes the following Regulations for management of the affairs of the Haryana Right to Service Commission so as to enable it to function effectively :-

- On 07.05.2015, Notification was made by the Haryana Government detailing the list of services covered under the RTS Act and the time frames within which they have to be provided to citizens. By May 2015 a total of 163 services were included in the purview of the Act.

**HARYANA GOVERNMENT  
ADMINISTRATIVE REFORMS DEPARTMENT**

**Notification**

The 7th May, 2015

No.7/31/2014-3AR.— In supersession of the letter of even No. 7/8/2011-3AR, dated the 7th June, 2011 and dated 1st December, 2011 and in exercise of the powers conferred under Section 3 of the Haryana Right to Service Act, 2014, (4 of 2014), the Governor of Haryana, on the recommendations made by the Commission hereby notifies the following services, the time frame within which these are to be provided to citizens, Designated Officer, First Grievances Redressal Authority and Second Grievances Redressal Authority as per the schedule given below:—

- On 15.02.2016, a notification is made by the Haryana Government updating the list of services offered under the Haryana Right to Service Act. The total number of services offered under the gamut of the Act becomes 199.

**HARYANA GOVERNMENT  
ADMINISTRATIVE REFORMS DEPARTMENT**

**Notification**

The 15th February, 2016

No.7/31/2014-3AR.— In exercise of the powers conferred by Sub-section (1) and (2) of Section 3 of the Haryana Right to Service Act, 2014 (4 of 2014) and in supersession of Haryana Government, Administrative Reforms Department, Notification No. 7/31/2014-3AR dated the 7th May, 2015, the Governor of Haryana, on the recommendations of the Commission hereby notifies the following Services, the time limit within which these are to be provided to citizens, and the Designated Officer, First Grievances Redressal Authority and Second Redressal Authority under the Act as per the schedule given below:-

### **Media Reports Regarding the Haryana Right to Service Act**

A brief collection of media reports regarding the Haryana RTS Act is given below, to show how the Act has been institutionalised/implemented.

#### **HARYANA TO FORM RIGHT TO SERVICE COMMISSION**

*Friday, 09 May 2014 | PNS | Chandigarh | 1*

**Haryana Government has notified the Haryana Right to Service Act, 2014 to ensure the delivery of service to an eligible person within the prescribed time limits.**

An official spokesman said that the State Government would constitute a Commission to be called the Haryana Right to Service Commission, which would be a statutory body and consist of a Chief Commissioner and up to four Commissioners and their appointment would be made by the Governor on the recommendation of a Committee consisting of the Chief Minister, who would be the chairperson of the Committee, Leader of the Opposition and one Cabinet Minister, to be nominated by the Chief Minister. The Chief Commissioner would be a serving or retired officer in the rank and status of the Chief Secretary of the State of Haryana or Secretary to the Government of India. An eligible person would make a duly filled in application to the designated officer for obtaining any service. The designated officer would, on receipt of an application, provide service or reject the application within the notified time limit and in the case of rejection of application would record the reasons in writing and intimate the same to the applicant. Every designated officer would maintain a detailed record of services applied for in a prescribed format, he added. Any eligible person, whose application for obtaining service is rejected or who is not provided with the service within the notified time limit, might file an appeal to the first grievance redressal authority within 30 days from the date of rejection or the expiry of the notified time limit. According to the Act, it would be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services.

### **Haryana Government notifies 163 services under Right to Service Act**

Press Trust of India | Chandigarh May 4, 2015, Last Updated at 23:07 IST

With an aim to provide time-bound and hassle-free services to the citizens, Haryana Government has notified 163 services under the Right to Service Act, 2014. An official spokesman today said that according to a notification issued to this effect recently, these services would be provided in prescribed time period and in the case of unnecessary delay, the concerned official would have to pay a fine. He said Revenue Department would provide twenty services in a time-bound manner. Certified copies of all documents at 'Fard Centre' level, including 'Girdwari' (revenue survey) and mutation, would be provided in one day by Duty Patwari (revenue official). "Registration of all kinds of documents that is Sale Deed, Lease Deed, General Power of Attorney and Partnership Deed

would be provided in one day by the Sub-Registrar or Joint Sub Registrar in the case of Sub Tehsils.

‘Certified copies of all kinds of previously registered documents would be provided in 7 days by the Sub-Registrar or Joint Sub Registrar in the case of Sub Tehsils,’ he said. Scheduled Castes certificate and Backward Classes Certificate would be issued in 7 days by the Tehsildar of the concerned Sub-Division. Likewise, in the Health Department, certified copies of Birth & Death Certificates in rural areas would be issued in 7 days for current year and 15 days for previous years by the Registrar (Birth & Death) of the concerned Primary Health Centre and Community Health Centre or Deputy Civil Surgeon (Birth & Death) of the concerned district.

Water supply and sewerage connection in Municipal Corporation Faridabad and Gurgaon would be issued in 7 days by Assistant Engineer, Conveyance Deed in 15 days, New Trade License by Municipal Corporation in 15 days, renewal of Trade License by Municipal Corporation in 12 days and removal of solid waste from streets or roads in 2 days. Change of Land Use (CLU) permission for the sites situated within controlled areas falling within the municipal limits would be given by Chief Town Planner, Urban Local Bodies in 60 working days, except in cases where competency is of the Government, the spokesman said. In Power Department, normal fuse off call would be addressed within four hours in cities and towns and within eight hours in rural areas, overhead lines breakdown in cities and towns within eight hours and in rural areas within 16 hours. Similarly, Transport Department would provide three services in a time-bound manner, Housing Board would provide nine services, Agriculture Department two services, Haryana State Agricultural Marketing Board eight services, Industries and Commerce Department 19 services and Haryana State Industrial and Infrastructure Development Corporation would provide 13 services. ‘Likewise, HUDA would provide 15 of its services to the people in prescribed time period, Town and Country Planning Department would provide ten services while Home Department would provide 24 services to the citizens,’ he said.

### **About the Study**

To enhancing effective implementation of the Right to Service Act, 2014, the Haryana Govt. decided to get its institutional structure, procedures and practices evaluated. Accordingly,

the Department of Administrative Reforms assigned this project to the Institute for Development and Communication (IDC), Chandigarh to evaluate the working of the Act concerning five selected high volume services. These include:

1. Birth and Death Certificate (Name Entry & Certified copies of New Birth Certificates) (Service No.25);
2. Water Leakages/Over Flow Pipes (Service No.49);
3. Meter Complaints (Service No.58);
4. Release of New Connections/Additional Load/Demand (Service No.59);
5. Old Age Samman Allowance (Pension Scheme) (Service No.179).

#### **Birth and Death Certificate (Name Entry & Certified Copies of New Birth Certificates) (Service No.25)**

This Service comes under the purview of the Health/Urban Local Bodies Department. The given time limit to deliver the service is 30 days. The designated officer in charge who ensures delivery of service is the Concerned/Additional District Registrar cum Deputy Civil Surgeon (as applicable). In the case of delay or non-delivery of the service, the applicant can appeal to the first grievances redressal authority which consists of the District Registrar (Births and Deaths) – cum Civil Surgeon of the concerned district. In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievances redressal authority which consists of the Deputy Commissioner of the concerned district.

#### **Water Leakages/Over Flow Pipes (Service No.49)**

This service comes under the purview of the Public Health Engineering Department (PHED). The given time limit to deliver the service is within three days. The designated officer, who is responsible for ensuring timely delivery of service, is the concerned SDE of PHED. In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the concerned Executive Engineer (XEN) of PHED. In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the concerned Superintending Engineer (SE) of PHED.

## **Meter Complaints (Service No.58)**

### **I Inspect and check correctness after receipt of meter testing fee**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within seven working days. The designated officer, who is responsible for ensuring timely delivery of service, is the Junior Engineer (JE) in charge. In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the Sub Divisional Officer, Operation [SDO (OP)]. In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the Executive Engineer, Operation [XEN (OP)].

### **II. Replace slow/fast meters/creeping/stuck defective**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within seven days of its being established on checking. The designated officer, who is responsible for ensuring timely delivery of the service, is the Junior Engineer (JE) in charge. In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the SDO (OP). In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the XEN (OP).

### **III. Replace burnt meters if cause not attributable to consumer**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within seven working days. The designated officer, who is responsible for ensuring timely delivery of service, is the Junior Engineer in charge. In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the Sub Divisional Officer (OP). In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the XEN (OP).

#### **IV. Replace burnt meters in all other cases after payment of charges**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within twenty-four hours. The designated officer, who is responsible for ensuring timely delivery of service, is the Junior Engineer in charge. In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the SDO (OP). In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the XEN (OP).

#### **Release of new connections/additional load/demand (Service No.59)**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within 30 working days. The designated officer, who is responsible for ensuring timely delivery of service, is the SDO (OP). In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the XEN (OP). In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the Superintendent Engineer Operation [SE (OP)].

#### **I. Release of connections where service is feasible from existing network**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within 30 working days. The designated officer, who is responsible for ensuring timely delivery of service, is the SDO (OP). In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the XEN (OP). In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the SE (OP).

#### **II. Release of connection where network expansion/enhancement required for providing connection (except agricultural)**

##### **(a) For LT connections**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within 30 working days. The designated officer, who is responsible for ensuring timely delivery of service, is the SDO (OP). In the case of

delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the XEN (OP). In case the applicant's appeal is rejected/un-responded he can further appeal to the second grievance redressal authority which consists of the SE (OP).

**(b) For 11 KV connections**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within 71 days. The designated officer, who is responsible for ensuring timely delivery of service, is the SDO (OP). In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the XEN (OP). In case the applicant's appeal is rejected/un-responded he can further appeal to the second grievance redressal authority which consists of the SE (OP).

**(c) For 33 KV connections**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within 90 days. The designated officer, who is responsible for ensuring timely delivery of service, is the XEN (OP). In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the SE (OP). In case the applicant's appeal is rejected/un-responded he can further appeal to the second grievance redressal authority which consists of the Chief Engineer Operation [CE (OP)].

**(d) Above 33 KV level connections**

This service comes under the purview of the Power Department. The given time limit to deliver the service is within 90 days. The designated officer, who is responsible for ensuring timely delivery of service, is the XEN (OP). In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the SE (OP). In case the applicant's appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the CE (OP).

### **Old Age Samman Allowance (Pension Scheme Service No.: 179)**

This service comes under the purview of the Social Justice and Empowerment Department. The given time limit to deliver the service is within 120 days. The designated officer, who is responsible for ensuring timely delivery of service, is the District Social Welfare Officer (DSWO) of the concerned district. In the case of delay or non-delivery of the service, the applicant can appeal to the first grievance redressal authority which consists of the Additional Deputy Commissioner (ADC) of the concerned district. In case the appeal is rejected/un-responded the applicant can further appeal to the second grievance redressal authority which consists of the Deputy Commissioner (DC) of the concerned district.

### **Objectives of the study**

The objectives of the study are as follows:

- To evaluate the existing institutional mechanism – its reach and effectiveness of delivery centres.
- To analyse the efficiency of grievance redressal mechanisms such as Right to Service Commission, Appellate Authorities and Grievance Redressal outreach in various delivery centres.
- To document back-end architecture of selected high volume services for efficient delivery.
- To evaluate proformas for harassment free and easy access to service.
- To assess citizens' satisfaction level and suggest measures improve the delivery mechanism for citizen-centric governance.

The findings of the study may help to improvement in the quality of services delivered under the RTS, as follow:

- May enhance the efficiency of service delivery in a time bound manner.
- May rationalise the functioning of the institutional mechanism and make them more effective, accountable and responsive.

- May facilitate procedural changes to enable the Right to Service Commission to take suo-motu notice of harassment and corruption thereby ensure hassle-free service to the citizens and to facilitate procedural charges.

### **Sources of data**

The study is based on both the primary and secondary data. The primary data were generated from the field work while the secondary data were drawn from the documents. The primary data were collected from three categories of respondents; household heads/ service seekers, staff members of the concerned departments, designated officers and grievance redressal authorities. *However, for service no. 25 i.e. Registration of Birth & Death Certificate, since the Department of Health and Urban Local Bodies provide the same service. Therefore it has been considered as a separate unit and data collected from it separately.*

### **Universe of the study**

Keeping in view the objectives and the term of reference, the present study has covered all the four administrative divisions of Haryana i.e. Ambala, Gurgaon, Hisar and Rohtak.

### **Sample procedure**

The selection of survey sites was of purposive nature. In all, eight districts were selected, two districts from each division. Two blocks were picked up, making a total of sixteen. From each selected block then two villages were selected, thus making a total of thirty-two villages. Towns that come under the Municipal Councils in the respective districts were also selected to represent the urban areas.

### **Selection of blocks, rural and urban area**

Following table no. 1.1 details the Division, District, Block (Urban/Rural) and villages covered under study.

**Table No.1.1**  
**Districts and Blocks (Urban and Rural Area)**

Sr. No.	Division	District	Block	Urban Area	Villages
1.	Ambala	1 Kaithal	1 Kaithal	1 Kaithal	1 Titram
					2 Chandana
			2 Kalayat	2 Kalayat	3 Chaushala
					4 Simla
		2 Yamuna Nagar	3 Chachrauli	3 Yamunanagar	5 Kharwan
					6 Chacharuli
			4 Jagadhari	4 Jagadhari	7 RohliKheri
					8 Tigra
2.	Hisar	3 Hisar	5 Hisar 1	5 Hisar	9 Raipur
					10 Dhani
			6 Barwala	6 Barwala	11 Gaibipur
					12 Kumbakhera
		4 Jind	7 Jind	7 Jind	13 Bhutwala
					14 Dalamwala
			8 Narwana	8 Narwana	15 Hatho
					16 Kharadwal
3.	Rohtak	5 Rohtak	9 Rohtak	9 Rohtak	17 Bhramanwas
					18 Makrauli Khurd
			10 Kalanaur	10 Kalanaur	19 Kahanaur
					20 Baniyani
		6 Jhajjar	11 Jhajjar	11 Jhajjar	21 Dhaur
					22 Dujana
			12 Beri	12 Beri	23 Sheria
					24 Chamanpura
4.	Gurgaon	7 Gurgaon	13 Gurgaon	13 Gurgaon	25 Nakhdaula
					26 Manesar
			14 Sohna	14 Sohna	27 Bhondsi
					28 Alipur
		8 Mewat	15 Nuh	15 Nuh	29 Malab
					30 Ugina
			16 Taoru	16 Taoru	31 Kalwari
					32 Jorasi

Source: IDC Field Survey, 2016-17.

## Authorities and Staff Members Interviewed

**Table No.1.2**  
**District and Department-wise Authorities and Staff Members Interviewed**

Department	Districts								
	Kaithal	Yamuna Nagar	Gurgaon	Mewat	Hissar	Jind	Jhajjar	Rohtak	Total
Department of Health	8	10	6	8	5	8	14	5	64
Urban/Local bodies	7	3	3	1	4	6	3	8	35
Public Health and Engineering Department	4	5	4	3	7	4	6	5	38
Power	4	5	3	5	5	4	4	4	34
Social Justice and Empowerment	4	6	2	5	7	6	2	4	37
<b>Total</b>	<b>27</b>	<b>29</b>	<b>18</b>	<b>22</b>	<b>28</b>	<b>28</b>	<b>29</b>	<b>26</b>	<b>208</b>

Source: IDC Field Survey, 2016-17.

Table No.1.2 shows that a total of 208 officials which include appellate authorities, designated officers and Other Staff members were interviewed. These include 82 designated officers and appellate authorities, and 126 staff members were interviewed on their availability. As per the TOR twenty-five officials for each high volume service was supposed to be interviewed.

## Department-Wise Picture

### Department of Health

**Table No.1.3**  
**Appellate Authorities, Designated Officers and Staff Members of Health Department interviewed**

Designations	Districts								
	Kaithal	Yamuna Nagar	Gurgaon	Mewat	Hisar	Jind	Jhajjar	Rohtak	Grand Total
<b>Second Appellate Authority:</b> Deputy Commission (DC)	1	-	-	1	1	1	-	-	<b>4</b>
<b>First Appellate Authority:</b> Civil Surgeon	-	1	-	-	1	-	1	-	<b>3</b>
<b>Designated Officer:</b> Deputy Civil Surgeon Cum Registrar Birth and Death	1	1	1	1	1	1	1	1	<b>8</b>
<b>Designated Officer</b> Registrar Birth and Death (Medical Officer)	-	-	-	1	-	-	1	-	<b>2</b>
<b>Staff</b>									
ANM	1	2	1	1	-	1	1	2	<b>9</b>
Multi Purpose Health Worker (MPHW)	1	1	-	-	-	-	2	-	<b>4</b>
ASHA Worker	1	1	3	3	-	1	6	2	<b>17</b>
Clerk	-	-	-	1	1	1	1	-	<b>4</b>
Assistant	-	3	1	-	-	1	-	-	<b>5</b>
Urdu Translator	-	-	-	-	-	1	1	-	<b>2</b>
Computer Operator	3	1	-	-	1	1	-	-	<b>6</b>
<b>Total</b>	<b>8</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>14</b>	<b>5</b>	<b>64</b>

Source: IDC Field Survey, 2016-17.

Table No. 1.3 shows that the second appellate authorities covered under the study comprise four Deputy Commissioners, of four districts: Kaithal, Mewat, Hisar and Jind. However, in other four districts that are covered under the study, the second appellate authorities were not available due to their official engagements, field tours, etc.

As for the first appellate authority out of a total eight, three were interviewed, one each in the districts: Yamuna Nagar, Hisar and Jhajjar. All the three were Civil Surgeons. Others were not available at the time of field visit.

### **Designated Officer (Deputy Civil Surgeon cum Registrar Birth and Death)**

In all the surveyed districts eight Deputy Civil Surgeons-cum-Registrars Birth and Death were interviewed; one from each district covered under the study. Also, two Medical Officers; one in Nuh in Mewat district and one in Banyani in Jhajjar district, who were in charge of Registrar Birth and Death at Community Health Centres (CHC), were interviewed. Regarding other staff members the analysis is given below as:

#### **Staff**

- a. Auxiliary Nursing Midwives (ANM):** A total of ANMs interviewed for the study were nine. Two in each of the districts namely Yamuna Nagar and Rohtak. While one in each of the remaining districts. None in the district Hisar was interviewed.
- b. Multi Purpose Health Worker (MPHW):** A total of MPHW interviewed was four: one in each of the districts of Kaithal, Yamuna Nagar and two in Jhajjar.
- c. Accredited Social Health Activist (ASHA) Worker:** The total number of ASHA workers interviewed for the study in all the surveyed districts was seventeen: one in each of the districts of Kaithal, Yamuna Nagar, Jind. Two in Rohtak. Three in Gurgaon and Mewat and six in Jhajjar.
- d. Clerk:** A total of four clerks were interviewed for the study: one in each of the following districts: Mewat, Hisar, Jind and Jhajjar.
- e. Assistant:** A total of five assistant were interviewed. Three from Yamuna Nagar and one each from Gurgaon and Jind.

- f. **Urdu Translator:** Two Urdu translators were interviewed; one in each of the districts of Jind and Jhajjar.
- g. **Computer Operator:** A total of six Computer Operators; three in Kaithal, one in each of the districts of Yamuna Nagar, Hisar and Jind were interviewed.

In all the categories; a total of sixty-four officials in Health Department had been interviewed.

## Department of Urban Local Bodies

**Table No.1.4**  
**Appellate Authorities, Designated Officers and Staff Members of Urban Local Bodies interviewed**

Designations	Districts								
	Kaithal	Yamuna Nagar	Gurgaon	Mewat	Hisar	Jind	Jhajjar	Rohtak	Grand Total
Sub Registrar Birth and Death	1	-	-	-	-	-	-	1	2
Clerk	1	-	-	-		2	-	1	4
Assistant	-	1	-	-	1	1	1	1	5
Data Entry Operator	5	2	3	1	3	3	2	5	24
<b>Total</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>35</b>

Source: IDC Field Survey, 2016-17.

In the Department of Urban Local Bodies, the officials and staff members who were providing the Service No.25 for Birth and Death Certificates (Name Entry of certified copies of New Born certificate) were interviewed.

### Sub Registrar Birth and Death

Table No.1.4 shows that two Sub Registrars Birth and Death, one in each of the districts: Kaithal and Rohtak were interviewed. Regarding other staff members the analysis is given below as:

### Other Staff

- (a) **Clerks:** A total of four clerks one in each of the districts: Kaithal and Rohtak; while two in Jind were interviewed.
- (b) **Assistants:** Five assistants; one in each of the districts: Yamuna Nagar, Hisar, Jind, Jhajjar and Rohtak were interviewed.

- (c) **Data Entry Operator:** A total of twenty-four data entry operators were interviewed: five each in the district of Kaithal and Rohtak. Three each in Gurgaon, Hisar and Jind. Two each in Yamuna Nagar and Jhajjar. One in Mewat.

## Department of Public Health and Engineering

**Table No.1.5**  
**Appellate Authorities, Designated Officers and Staff Members of Department of Public Health and Engineering interviewed**

Designations	Districts								
	Kaithal	Yamuna Nagar	Gurgaon	Mewat	Hisar	Jind	Jhajjar	Rohtak	Grand Total
<b>Second Appellate Authority:</b> Superintendent (SE)	1	-	-	1	1	1	1	1	6
<b>First Appellate Authority:</b> Executive Engineer (XEN)	1	2	1	1	1	1	1	1	9
<b>Designated Officer:</b> Sub Divisional Officer (SDO)	2	2	1	1	2	-	-	-	8
<b>Staff</b>									
Junior Engineer (JE)	-	1	-	-	3	-	-	-	4
Pump Operator	-	-	1	-	-	-	4	2	7
Computer Operator	-	-	-	-	-	1	-	1	2
Sewerage Cleaner	-	-	1	-	-	1	-	-	2
<b>Total</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>38</b>

Source: IDC Field Survey, 2016-17.

Table No.1.5 shows that a total six SEs were interviewed from the Department of Public Health and Engineering for the study; one from each of the districts of Kaithal, Mewat, Hisar, Jind, Jhajjar and Rohtak. SEs of Rohtak and Yamuna Nagar were having an additional charge of Jhajjar and Ambala district. The SEs of Gurgaon was not available for interview. As for as the first appellate authorities in all the surveyed districts, nine Executive Engineers (XENs) were interviewed: one each in the districts of Kaithal, Gurgaon, Mewat, Hisar, Jind, Jhajjar, and Rohtak; while two in Yamuna Nagar.

### (a) Designated Officer, Sub-Divisional Officer (SDO)

The total number of designated officers interviewed for the study was eight: one each in the districts of Gurgaon and Mewat, while two from each of the districts of Kaithal, Yamuna Nagar and Hisar. In rest of the districts: Jind, Jhajjar and Rohtak designated officers were not available during the field visits. Regarding the other staff members the analysis is given below as:

## Staff

### a) Junior Engineer (JE)

Four JEs were interviewed: one in Yamuna Nagar and three in Hisar district.

### b) Pump Operators

Seven Pump Operators were interviewed: one in Gurgaon district, two in Rohtak and four in Jhajjar district.

### c) Computer Operators

Two Computer Operators were interviewed: one in each of the districts of Jind and Rohtak.

### d) Sewerage Cleaner

One sewerage cleaner, each from Gurgaon and Jind district was interviewed.

A total of thirty-six officials and staff members from all the categories of PHED Department were interviewed.

## Department of Power

**Table No. 1.6**  
**Appellate Authorities, Designated Officers and Staff Members**  
**of Department of Power interviewed**

Designations	Districts								Grand Total
	Kaithal	Yamuna Nagar	Gurgaon	Mewat	Hisar	Jind	Jhajjar	Rohtak	
<b>Second Appellate Authority</b> Superintendent (SE)	1	1	-	1	1	1	1	1	<b>7</b>
<b>First Appellate Authority</b> Executive Engineer (XEN)	1	1	-	1	1	1	-	-	<b>5</b>
<b>Designated Officer</b> Sub Divisional Officer (S.D.O.)	1	2	-	1	1	-	-	1	<b>6</b>
<b>Staff</b>									
Junior Engineer (JE)	1	1	2	2	1	1	-	2	<b>10</b>
Line Man (LM)	-	-	-	-	1	-	2	-	<b>3</b>
Assistant Line Man (ALM)	-	-	-	-	-	-	1	-	<b>1</b>
Other Staff, Superintendent and Upper Division Clerk	-	-	1	-	-	1	-	-	<b>2</b>
<b>Total</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>34</b>

Source: IDC Field Survey, 2016-17.

Table No.1.6 shows that in Power Department the second appellate authorities seven Superintendent Engineers (SEs) one each in the following districts: Kaithal, Yamuna Nagar, Mewat, Hisar, Jind, Jhajjar and Rohtak were interviewed. The only district where the SE was not available for the interview was Gurgaon. The Executive Engineer (XEN) is designated officer in 33 KW and 33 KW above connection; while first appellate authority in another service under 59 Service, and second appellate authority for meter complaints under Service No.58.

As for as the first appellate authority is concerned, five Executive Engineers (XENs) one in each of the following districts: Kaithal, Yamuna Nagar, Mewat, Hisar and Jind had been interviewed. Others were not available at the time of field visit.

#### **a) Sub Divisional Officers (SDO)**

Sub Divisional Officer is the first appellate authority in all the service related to Meter Complaints i.e. Service No.58 and designated officer for the release of new connection upto 11 KW i.e. under Service No.59.

In total six Sub Divisional Officers (SDOs), two in Yamuna Nagar and one in each of the following districts: Kaithal, Mewat, Hisar, Rohtak had been interviewed for the study. Others were not available at the time of field visit.

#### **Junior Engineer (JE)**

Junior Engineer is a designated officer for the service of Meter Complaint under the Service No.58.

The study has covered a total of ten Junior Engineers (JEs). One JE from each of the following districts: Kaithal, Yamuna Nagar, Hisar and Jind. While two JEs from each of the following districts: Gurgaon, Mewat and Rohtak. Regarding the other staff members the analysis is as:

#### **b) Line Man (LM)**

The total number of Lineman covered under the study was three: one in Hisar, two in Jhajjar district.

#### **c) Assistant Line Man (ALM)**

The only Assistant Line Man (ALM) interviewed for the study was in Jhajjar district.

#### d) Other Staff

The category of other staff comprises superintendent, clerks, etc.

For the study, one Superintendent from Jind and one Clerk from Gurgaon were interviewed.

The total number of officials interviewed in all the categories from the Power Department for the study was thirty-four.

#### Department of Social Justice and Empowerment

**Table No.1.7**  
**Appellate Authorities, Designated Officers and Staff Members of Department of Social Justice and Empowerment interviewed**

Designations	Districts								
	Kaithal	Yamuna Nagar	Gurgaon	Mewat	Hisar	Jind	Jhajjar	Rohtak	Grand total
<b>Second Appellate Authority</b> Deputy Commission (DC)	1	-	-	1	1	1	-	-	4
<b>First Appellate Authority</b> Additional Deputy Commission (ADC)	-	1	-	-	-	-	1	-	2
<b>Designated Officer</b> District Social Welfare Officer (DSWO)	-	1	1	1	-	1	1	1	6
<b>Staff</b>									
Clerk	1	1	-	1	1	1	-	-	5
Investigator	-	1	-	-	1	-	-	-	2
Section Officer	-	1	-	-	-	1	-	-	2
Assistant	1	1	-	1	2	1	1	1	8
Computer Operator	1	-	1	1	2	1	-	2	8
<b>Total</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>37</b>

Source: IDC Field Survey, 2016-17.

Table No. 1.7 shows that out of eight, four Deputy Commissioners (DC), who have been the second appellate authority in Service No.179 i.e. Old Age Samman Allowance (Pension Scheme), were interviewed: one each in the districts of Kaithal, Mewat, Hisar and Jind. As for the first appellate authority, two Additional Deputy Commissioners (ADCs) were interviewed: one in each of the districts of Yamuna Nagar and Jhajjar. Others were not available at the time of field visit.

#### **Designated Officer (District Social Welfare Officer, DSWO)**

Out of eight districts under study, a total of six DSWOs were interviewed: one in each of the districts of Yamuna Nagar, Gurgaon, Mewat, Jind, Jhajjar and Rohtak. Others were not

available at the time of field visit. Regarding other staff members the analysis is given below as:

### **Other Staff**

#### **a) Clerks**

In the category of other staff five clerks were interviewed: one in each of the districts of Kaithal, Yamuna Nagar, Mewat, Hisar and Jind.

#### **b) Investigators**

Two investigators were interviewed: one in each of the districts of Yamuna Nagar and Hisar.

#### **c) Section Officer**

Two Section Officers were interviewed: one in each of the districts of Yamuna Nagar and Jind.

#### **d) Assistant**

The total number of assistants interviewed for the study was eight: one in each of the districts of Kaithal, Yamuna Nagar, Mewat, Jind, Jhajjar, and Rohtak; while two in Hisar.

#### **e) Computer Operator**

A total of eight Computer Operators were interviewed: one in each of the districts of Kaithal, Jind, Gurgaon and Mewat; while two in each of the districts of Hisar and Rohtak.

The total number of officials interviewed from the Department of Social Justice and Empowerment was thirty-seven.

### **Service seekers' identification processes**

For the verification purpose of service seekers, who availed the service in the last one year both in urban as well as in rural areas, the help of government officials of the respective departments i.e. ASHA workers, Anganwadi worker, lineman/assistant lineman, pump operator, PRI officials and ULB members were sought. Further details have been provided in the template as following.

## Template 1: SERVICE SEEKERS' IDENTIFICATION PROCESSES, HARYANA

### Service seekers' identification for survey, Haryana

**Service Seeker's:-** It covers individual service seeker/household head both at village level as well as in urban locations at each survey site and include:

- ✓ Service seekers, who sought services under service no. 25 i.e. Birth and Death Certificate(Name entries and certified copies of New Birth Certificate)
- ✓ Service seekers, who sought services under service no.49,i.e., (Water Leakage/ Over Flow of Pipes, Sewerage Problems and Restoration of Water Supply, etc.
- ✓ Service seekers, who sought services under service no. 58 and 59 i.e. Meter Complaints and Release of Connections/Additional Loads;
- ✓ Service seekers, who sought services under service no. 179 i.e. Old Age Samman Allowance (Pension scheme).

### Selection of service seekers

In all 2020 service seekers, including 108 from different delivery centres and 1912 from rural and urban locations were interviewed.

### Block and location wise service seekers

**Table No. 1.8**  
**Districts, Blocks and Location-wise Service Seekers**

Districts	Blocks	Location		Total
		Rural	Urban	
Kaithal	Kaithal	94	70	164
	Kalyat	89	7	96
	<b>Total</b>	<b>183</b>	<b>77</b>	<b>260</b>
Yamuna Nagar	Jagadhri	72	52	124
	Chhachhrauli	111	7	118
	<b>Total</b>	<b>183</b>	<b>59</b>	<b>242</b>
Gurgaon	Gurgaon	96	24	120
	Sohna	109	25	134
	<b>Total</b>	<b>205</b>	<b>49</b>	<b>254</b>
Mewat	Mewat	101	34	135
	Tauro	113	4	117
	<b>Total</b>	<b>214</b>	<b>38</b>	<b>252</b>
Hisar	Hisar-1	90	39	129
	Barwala	116	17	133
	<b>Total</b>	<b>206</b>	<b>56</b>	<b>262</b>
Jind	Jind	103	46	149
	Narwana	97	11	108
	<b>Total</b>	<b>200</b>	<b>57</b>	<b>257</b>
Jhajjar	Jhajjar	91	25	116
	Beri	100	11	111
	<b>Total</b>	<b>191</b>	<b>36</b>	<b>227</b>
Rohtak	Rohtak	98	32	130
	Kalanaur	122	14	136
	<b>Total</b>	<b>220</b>	<b>46</b>	<b>266</b>
<b>Total</b>		<b>1602</b>	<b>418</b>	<b>2020</b>

Source: IDC Field Survey, 2016-17.

As the table no. 1.8 suggests that the maximum number of service seekers were in the Kaithal block (164). The minimum number of service seekers was in Kalyat (96) block.

**Table No. 1.9**  
**Districts and Service-wise Service Seekers**

Districts	Services applied for 2015-16, 2016-17								Total
	Birth Name Entries	Certified Copies of the New Birth Certificates	Death Name Entries	Water leakages/ Overflow of pipes	Meter Complaints	Release of New Connections	Additional Load	Old Age Samman	
Kaithal	74 28.5%	1 0.4%	22 8.5%	101 38.8%	23 8.8%	8 3.1%	1 0.4%	30 11.5%	260 100.0%
Yamuna Nagar	63 26.0%	2 0.8%	33 13.6%	47 19.4%	13 5.4%	16 6.6%	14 5.8%	54 22.3%	242 100.0%
Gurgaon	119 46.9%		44 17.3%	37 14.6%	3 1.2%			51 20.1%	254 100.0%
Mewat	114 45.2%	1 0.4%	30 11.9%	20 7.9%	3 1.2%	1 0.4%		83 32.9%	252 100.0%
Hisar	51 19.5%	8 3.0%	21 8.0%	50 19.1%	43 16.4%	25 9.5%	6 2.3%	58 22.1%	262 100.0%
Jind	63 24.5%		39 15.2%	43 16.7%	35 13.6%	8 3.1%	6 2.3%	63 24.5%	257 100.0%
Rohtak	57 21.4%		64 24.1%	60 22.6%	12 4.5%	6 2.3%	2 0.8%	65 24.4%	266 100.0%
Jhajjar	59 26.0%	7 3.1%	56 24.7%	21 9.3%	34 15.0%	4 1.8%	1 0.4%	45 19.8%	227 100.0%
Total	600 29.7%	19 0.9%	309 15.3%	379 18.8%	166 8.2%	68 3.4%	30 1.5%	449 22.2%	2020 100.0%

Source: IDC Field Survey, 2016-17.

As per table no. 1.9 above, as many as 29.7% were service seekers seeking services of Birth Name Entries. 15.3% was of service seekers seeking Death Name Entries, while 0.9% were service seekers of certified copies of New Birth Certificates. 18.8% service seekers were for the service of water leakage/overflow of pipes. For the of meter complaints the service seekers were 8.2%, and for the service of Release of new connection of service, seekers were 3.4%.

Also, the service seekers for additional load were 1.5%. For the service of Old Age Samman Allowance, 22.2% were interviewed.

## Research tools and techniques

Two schedules were devised, one each for two categories of staff members and service seekers. Separate interview schedule for appellate authorities and designated officers were prepared.

The schedule for grievance redressal authorities and designated officers (see Annexure I) included questions on various aspects such as:

- Existing institutional mechanism from submission of application to the delivery of services;
- Modes of receiving applications and complaints;
- Unnecessary procedures causing inconvenience to service seekers;
- Causes of delay in providing services in time;
- Perceptual experiences about the causes that undermine the reach and effectiveness of delivery centres;
- Inefficiency of grievance redressal mechanism;
- View and suggestions for effective implementation of RTS Act.

The second set of interview schedule for staff members (see Annexure II) discusses the following:

- Procedure for verification;
- Main causes of delay in delivery of services;
- Frequency of matching timelines for delivery of services as desired under the RTS Act;
- Mode of conveying information to service seekers regarding the acceptance or rejection of their application or complaints;
- Opinion/views about adequacy of infrastructure facilities in delivery centres;
- Accessibility of grievance redressal authorities to service seekers;
- Awareness about accessibility of the appellate authorities;

The third set of interview schedule for service seekers (see Annexure III) discusses the following:

- Accessibility of service centres;
- Difficulties faced while filling the forms;
- Awareness regarding documents attached along with application for services;
- Satisfaction level with the conduct of officials;
- Malpractices faced in exchange for delivery of services;
- Awareness about the given timelines for services under the RTS Act;
- Awareness about display of information about RTS through hoarding and boards at service centres;
- Awareness about the right to appeal for grievance redressal through first and second appellate authority;
- Satisfaction about the grievance redressal mechanism;
- Extra efforts made to get services delivered;
- Awareness about the information available;
- Suggestions, views and opinions for hassle free service delivery and improving the efficiency of grievance redressal institutions.

### **Techniques**

Separate interview schedule for staff members and service seekers were designed to get their opinion. A separate set of guidelines was prepared for designated officers and appellate authorities. Information related to the implementation of Right to Services Act, institutional mechanisms for selected services, factors contributing delay in providing services in a time bound manner, perceptions undermining the reach and effectiveness of the delivery centres and suggestions to provide hassle free services have been sought through open-ended questions, which have been separately coded and analysed. Their opinions/views (shared both formally and informally) regarding the inefficacy of grievance redressal mechanisms that neglect delivery of services as a matter of right protected under

the RTS Act 2014 have been elicited in the present study for the purpose of recommending policy suggestions. In addition, efforts have also been made to know whether the instructions of the RTS Commission regarding displaying information about RTS Act and maintenance of records in the offices of designated officers, grievance redressal authorities' offices have been followed or not.

Interviewing was used as a technique of data collection from the three categories of respondents. Interviews were held using the interview schedules separately prepared for each category.

### **a) Organisation of the report**

#### **Chapter 1: Introduction: Objectives and Methods of Study**

- A brief overview of the nationwide implementation of RTS Act; Overview of implementation in Haryana, including norms of the RTS; Recent Media Coverage; Methodology and research tools used to construct the report.

#### **Chapter 2: Right to Service Commission and Grievance Redressal Mechanism**

- The hierarchical structure of RTS Commission, especially rules and regulations about the grievance redressal process.

#### **Chapter 3: Institutional Mechanism of Selected High Volume Services**

- It carries out a department-wise comprehensive analysis: a) organisational structure at various levels i.e. headquarter, division and district; b) strength of staff comprising both the sanctioned and vacant positions at the time of field survey; and c) backend architecture: availability of proformas for different services, mode of application, process of verification, reasons behind delay in delivery of services.

#### **Chapter 4: Service Seekers' Satisfaction Level**

- It offers an inclusive and up to date analysis of the RTS Act implementation. It reviews situation through in-depth primary data analysis and provides direct evidence of the existing fault lines in the implementation of the RTS Act. The

empirical observations, one to one interviews and case studies aid the study to recommend interventions for effective implementation of the Act.

#### **Chapter 5: Officials' Perspective**

- It comprises two sections: Section I deal with the perception of officials that include grievance redressal authorities and designated officers, Section II comprises of perspectives of staff members of the respective departments. This chapter entails officials and staff members' views and the difficulties they face. Further, it also captures the leakages in the implementation given the ground realities, such as, vacant positions, lack of infrastructure and awareness among people that are altogether different from the utopian vision of equipping citizens with hassle-free services under the RTS Act. In addition, it also provides different insights about the officials' day to day experiences about delivering services to the citizens.

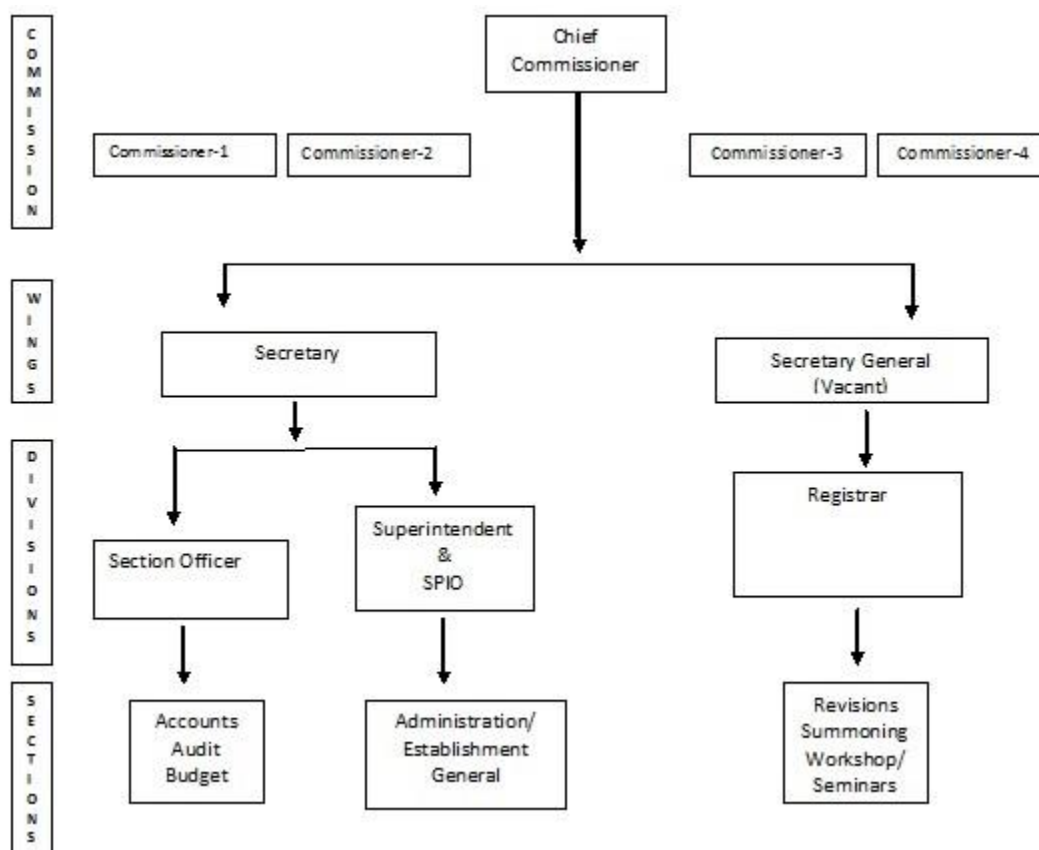
#### **Chapter 6: Major findings and suggestions**

- It entails the findings and recommendations of the present study drawn from: a) the situation analysis (Eight surveyed districts), b) secondary data related to staff positions, delivery of services and grievance redressal.

## II RIGHT TO SERVICE COMMISSION AND GRIEVANCE REDRESSAL MECHANISM

The State Government has constituted Haryana Right to Service Commission for the purpose of the Act. The Commission consists of a Chief Commissioner and up to four Commissioners, whose appointments are made by the Governor on the recommendation of a Committee consisting of the Chief Minister, the Chairperson of the Committee, Leader of the Opposition and one Cabinet Minister.

**Structure Chart 2.1  
Right to Service Commission**



\*website of Haryana RTS Act 2014.

The structure chart 2.1, suggests that the Commission is headed by Chief Commissioner. He has powers of general superintendence and direction in the conduct of the affairs of the Commission. Under sub-section (4) of Section 17, the Chief Commissioner shall preside over the meetings of the Commission as well as exercise and discharge the powers and functions

of the Commission vested in him. There are four other Commissioners and subordinate staff to ensure smooth functioning of the Commission. *All the Commissioners are functioning under the instructions of Chief Commissioner who has the discretionary powers to assign them the duties and functions, be it inspection or hearing of the appeal.*

### **Powers and functions of Commission**

It is the duty of the Commission to ensure proper implementation of the Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose the Commission may:

- ✓ entertain or dispose of revisions under section 10;
- ✓ take Suo moto notice of failure to deliver service in accordance with this Act and refer such cases for the decision to the first grievance redressal authority or the second grievance authority or pass such order, as may be appropriate;
- ✓ carry out inspections of offices entrusted with the delivery of services and the offices of the first grievance redressal authority and the second grievance redressal authority;
- ✓ recommend departmental action against any officer or employee of the State Government, who has failed in the due discharge of functions cast upon him under the Act;
- ✓ recommend changes in procedures and process re-engineering for delivery of services which may make the delivery more transparent and easier; provided that before making such a recommendation, the Commission shall consult the Administrative Secretary In-charge of the department which is to deliver the service;
- ✓ recommend additional services to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of the Act;
- ✓ issue general instructions, not inconsistent with the provisions of the Act for the guidance of designated officers, the first grievance redressal authority and the second grievance redressal authority;

- ✓ impose a penalty on designated officer or any other official involved in the process of providing such service up to a sum of twenty thousand rupees, as deemed fit under the circumstances of the case and allow compensation up to five thousand rupees, to be paid to the eligible person by defaulter;
- ✓ review its decisions, directions and orders (Right to Service Act 2014, p. 110).

### **Commission may initiate Suo-motu inquiry**

‘Where the Commission is satisfied that there are reasonable grounds to inquire into a matter arising out of the provisions of the Act, it may, Suo moto, initiate an inquiry in respect thereof (*ibid.*).’

The Commission shall, while inquiring into any matter under this section, have the same powers as are vested in a Civil Court while trying a suit under the Code of Civil Procedure, 1908, in respect of the following matters, namely:

- ✓ summoning the parties;
- ✓ receiving oral evidence on oath or written evidence on affidavits;
- ✓ requiring the discovery and inspection of documents;
- ✓ requisitioning of any public record from any office;
- ✓ obtaining copies of record from any court in accordance with law;
- ✓ issuing summons for examination of witnesses or documents, and
- ✓ any other matter, which may be prescribed (*ibid.*).

### **Action by State Government on Recommendations of Commission**

‘The State Government shall consider the recommendations made by the Commission under clauses (d) (e) and (f) of sub section (1) of section 17 and send information to the Commission of action taken within thirty day or such longer time may be decided in consultation with the Commission. In case the State Government decides not to implement any of the recommendations of the Commission, it shall communicate the reasons for not acting on the recommendations of the Commission (*ibid.*, p. 111).

## Grievance Redressal Mechanism

Efficacy of grievance redressal mechanism can be gauged from the degree of transparency, accountability and quick responsiveness to deliver services to its citizens in a time-bound and hassle-free manner. The RTS Act 2014 has made provisions to empower people through making officials responsive and accountable to the needs of citizens regarding the selective high volume services. In the case of delay/denial of services, it has been conceived that through grievance redressal mechanism timely delivery of services will be assured and people will be saved from bearing difficulties and harassment.

### Departmental Grievance Redressal Cell as per the RTS Act 2014

#### Structure Chart 2.2

#### Departmental Grievance Redressal Mechanism



Source: Compiled by the Author.

There are three tiers in grievance redressal mechanism: first is the designated officer, who is responsible for delivering the services in time. In the case of delay/denial of services, the applicants can directly complain/file an appeal to the first appellate authority, who directs the designated officer to deliver the service. Then in the hierarchy comes, second appellate authority, who can take disciplinary and punitive action against the concerned officials.

## **Appellate Authorities**

Under the RTS Act 2014 provisions for appeal in the case of delay or denial of the services to the grievance redressal authorities have been made.

### **First Appellate Authority**

#### **a) Receiving of Appeal**

The first appellate authority 'on receiving of an appeal under sub-section (1) shall consider the matter and if in its opinion the grievance of eligible person appears to be genuine, it may direct the designated officer to provide the service within seven working days or such period as may be specified by it and in case of default, appear before it in person and explain the reasons thereof (RTS Act 2014, p.105).'

#### **b) Hearing of Designated Officer and the Appellant**

'After affording an opportunity for hearing to the designated officer and the eligible person, the first grievance redressal authority may pass a reasoned order in writing either accepting the appeal or rejecting the same. The decision of the appeal should be communicated to both the parties by registered post (*ibid*).

#### **c) Final Disposal of Appeal**

'An appeal made under sub section (1) shall be finally disposed of by the first appellate authority within a period of 30 days of its receipt (*ibid*, p. 106).'

### **Second Appeal to the Second Appellate Authority**

After the rejection of the appeal by the first appellate authority or in the case of denial of services within the specified time frame any eligible person may file an appeal to the second appellate authority under section (6) within the period of 60 days.

#### **a) Receiving of Appeal**

On receiving of an appeal under sub section (1), the second appellate authority may pass a reasoned order in writing either accepting the appeal and directing the designated officer to provide services to the eligible person within seven working days or within such period, as may be specified or reject the same in writing detailing the reasons for such rejections:

- provided that before rejecting the appeal, an opportunity of hearing to the eligible person shall be granted;
- provided further that an order made by the authority under this section be communicated to both the parties by registered post (*ibid*).

#### **b) Disposal of Appeal**

‘Appeal made under sub section (1) shall be decided by the second grievance redressal authority within a period of sixty days from the date of receipt of the appeal, as far as possible (*ibid*).’

#### **Power to summon and inspection**

Both the first and the second grievance redressal authorities shall while deciding an appeal under the provision of the RTS Act 2014 have the same powers as are vested in civil court while trying a suit under the Code of Civil Procedure, 1908 (5 of 1908) in respect of the following matters:

- Requiring the production and inspection of documents;
- Issuing summons for hearing to the designated officer and the appellant; and
- Any other matter, which may be prescribed (*ibid*).

#### **Penalty**

Under the RTS Act 2014 the second grievance authority has the power to impose a penalty in those cases:

- Where the second grievance redressal authority is of the opinion that the designated officer and/or any other official involved in the process of providing such service has failed to provide service without sufficient and reasonable cause, it may impose a lump sum penalty on the designated officer and/or other official involved in the process of providing such service, which shall not be less than two hundred and fifty rupees and not more than five thousand rupees in each case.

- Where the second grievance redressal authority is of the opinion that the designated officer and/or any other official involved in the process of providing such service has/have caused undue delay in providing the service, it may impose a penalty up to the rate of two hundred and fifty rupees per day for such delay on the designated officer and/or any official involved in the process of providing such service, which shall not be more than five thousand rupees in each case:

*provided that the designated officer and/or any other official involved in the process of providing such service shall be given a reasonable opportunity of being heard before any penalty is imposed under sub sections (1) and (2).*

- The second grievance redressal authority may, by an order, give as compensation an amount up to one thousand rupees to the appellant to be paid by the designated officer or any other official, as the case may be.
- The second grievance redressal authority may, if it is satisfied that the designated officer and/or any other official involved in the process of providing such service has/have failed to discharge the duties assigned under this Act without sufficient and reasonable cause, recommend disciplinary action against the defaulters under the service rules applicable to them in addition to the penalty imposed under sub-section (1) (*ibid*, p. 106-107).

## **Revision**

Any person, who is aggrieved by any order of the second grievance redressal authority, may file revision before the Commission within a period of ninety days from the date of such order:

*provided that the Commission may entertain the application after the expiry of the said period of ninety days if it is satisfied that the revision could not be filed in time due to a reasonable cause (ibid, p. 107).*

### **Display of Services and the notified time limit**

'Notified services under this Act for which time limit have been framed shall be displayed locally and on the website by the Secretary of the department concerned for information of the public (ibid.). The Act seeks the commitment of the concerned government department for delivery of its services to the intended beneficiaries.

Very briefly, its basic and essential components are:

- a) Listing of specific services offered by the department,
- b) Location and timings of offices connected with the delivery of services.
- c) The names (with address and telephone number) of the officers responsible for delivery of the services above;
- d) The time required for the delivery of each service
- e) The grievance redressal authority in case the services offered is delayed or denied.
- f) Monitoring of applications and automatic 'compensation' to the affected service seekers.

### **Field Observations**

At the field survey sites, of the above-mentioned components, points d) and e) were displayed, as shown below. At a few places, toll numbers were given.

Table No. 2.1

**District, Department-wise display of information regarding RTS at the offices of Designated Officer, 1<sup>st</sup> Grievance and 2<sup>nd</sup> Grievance Redressal Authorities**

Name of Division	Name of the Districts	Designations	Display of Information	Remarks
Ambala	1.Kaithal	<b>Department of Power</b>		
		SE Office	Yes	Information was displayed only at the entrance of the building. All the Offices were in same building. No separate information at these respective offices was given.
		XEN Office		
		SDO Office		
		JE Office		
		<b>Department of Health</b>		
		Registrar Birth and Death(Deputy Civil Surgeon) Office	Yes	
		<b>Department of Urban Local Bodies</b>		
		MC Office Kaithal	Yes	
		MC Office Kalayat	Yes	
		<b>Department of Public Health and Engineering</b>		
		XEN Office	No	
		SDE Division No.2	No	
		SDE Kalayat	Yes	
	<b>Department of Social Justice and Empowerment</b>			
	DSWO Office	Yes	No Information Board. Information only available on printed out fliers pasted on walls.	
	<b>Deputy Commissioner Office(Mini Secretariat)</b>			
	DC Office	Yes	Information related to the services provided at the DC Office Window was displayed on board.	
	2.Yamuna Nagar	<b>Department of Power</b>		
		SE Office	Yes	
		XEN Office	Yes	
		SDO Office		- <i>** No visit to SDO office was made since the officer was available in the XEN office at the time of visit and the Interview was conducted there itself.</i>
		SDO Division-1 Office	Yes	No Information Board.
JE Office		Information was available on printed out fliers pasted on walls. <i>SDO and JE sit in the same building.</i>		
<b>Department of Health</b>				
Civil Surgeon Office		Yes	Information was given at the entrance of the hospital. No information was given separately at the office.	
Registrar Birth and Death, Office Civil Hospital		Yes		
<b>Department of Urban Local Bodies</b>				
MC Office Yamuna Nagar		Yes		
MC Office Jagadhari		Yes		

Name of Division	Name of the Districts	Designations	Display of Information	Remarks		
		<b>Department of Public Health and Engineering</b>				
		XEN Division No.2 Office	Yes	No Information Board. Information was available on printed out fliers pasted on walls.		
		XEN Division No.2 Office	No			
		SDE Division No.1 Office		<i>**Interview was conducted in the XEN office. No separate visit was made.</i>		
		SDE Chachrauli Office	No			
		<b>Department of Social Justice and Empowerment</b>				
		DSWO Office	Yes	No Information Board. Information was available on printed out fliers pasted on walls.		
		<b>Additional Deputy Commissioner Office(Mini Secretariat)</b>				
		ADC Office	-	As the office was in Mini Secretariat, display of information was there, but no separate information was displayed in ADC Office.		
		<b>Gurgaon</b>	<b>3.Gurgaon</b>	<b>Department of Power</b>		
				SDO (Sohna) Office	No	
				JE (Sohna) Office	No	
JE Div. No.2 Office	No					
<b>Department of Health</b>						
Registrar Birth and Death, Office Civil Hospital	No			Information was displayed opposite the hospital on the road.		
<b>Department of Urban Local Bodies</b>						
MC Gurgaon Office	Yes					
MC Sohna Office	Yes					
<b>Department of Public Health and Engineering</b>						
XEN Office	Yes					
JE (Sohna) Office	No					
<b>Department of Social Justice and Empowerment</b>						
DSWO Office	No					
<b>4.Mewat</b>	<b>Department of Power</b>					
	SE Office Palwal (Additional Charge of Mewat District)		No	<i>The interview was held in the office of XEN since S.E was official sitting there.</i>		
	X.E.N. Office		No			
	S.D.O. Office	Yes	No Information Board. Information was available on printed out fliers pasted on walls.			
	JE (Ojina) Office	No				
	<b>Department of Health</b>					
	Registrar Birth and Death, Office Civil Hospital Menda Kheri	No				

Name of Division	Name of the Districts	Designations	Display of Information	Remarks	
		Registrar Birth and Death, CHC, Nuh	Yes		
		<b>Department of Urban Local Bodies</b>			
		MC Nuh Office	No		
		MC Tauru Office	No		
		<b>Department of Public Health and Engineering</b>			
		SE Office Palwal (Additional Charge of Mewat District)	Yes	The interview was held at Palwal.	
		XEN Office Nuh	No		
		SDE Ferozpur Jhirka Office		The interview was held at the office of XEN. No separate visit was made.	
		<b>Department of Social Justice and Empowerment</b>			
		DSWO Office (Additional Charge of Palwal District)	Yes	Printed Banner was brought on the same day of the visit.	
		<b>Deputy Commissioner Office (Mini Secretariat)</b>			
		DC Office	Yes		
Hisar	5.Jind	<b>Department of Power</b>			
		SE Office	Yes		
		XEN Office (Narwana)	-	As the interview was held in SE Office. No separate visit was made.	
		<b>Department of Health</b>			
		Registrar Birth and Death, Office Civil Hospital	Yes		
		<b>Department of Urban Local Bodies</b>			
		MC Jind Office	Yes		
		MC Narwana Office	No		
		<b>Department of Public Health and Engineering</b>			
		SE Office	Yes		
		XEN Office (Narwana)	-	As the interview was held in SE Office. No separate visit was made.	
		<b>Department of Social Justice and Empowerment</b>			
		DSWO Office	No	The office was in the minisecretariat, so information was available, but no separate information was displayed at DSWO office.	
		<b>Deputy Commissioner Office (Mini Secretariat)</b>			
		DC Office	No	As the office was in Mini Secretariat, display of information was there, but no separate information was displayed at DC office.	
		6.Hisar	<b>Department of Power</b>		
	SE Office		Yes		
	XEN Division No.2 Office		-	Interview of XEN and SDO was held in SE Office. No separate visit was made.	
	SDO Office (Adampur)		-	Interview of XEN and SDO was held in SE Office. No separate visit was made.	

Name of Division	Name of the Districts	Designations	Display of Information	Remarks		
		JE Office	No			
		<b>Department of Health</b>				
		Civil Surgeon Office	Yes	Information was displayed at the entrance of the hospital. No separate information was displayed at the individual offices.		
		Registrar Birth and Death Office, Civil Hospital	Yes			
		<b>Department of Urban Local Bodies</b>				
		MC Hisar Office	Yes			
		MC Barwala Office	-	Not visited		
		<b>Department of Public Health and Engineering</b>				
		XEN Office	No			
		SDE Division No-1 Office	-	The interview was held at XEN Office. No separate visit was made		
		SDE Division No-2 Office	-	The interview was held at XEN Office. No separate visit was made		
		<b>Department of Social Justice and Empowerment</b>				
		DSWO Office	Yes	Information was available on printed out fliers pasted on walls.		
		<b>Deputy Commissioner Office(Mini Secretariat)</b>				
		City Magistrate Office	Yes			
		Rohtak	7.Jhajjar	<b>Department of Power</b>		
				SE Office	No	
SDO Office	No					
<b>Department of Health</b>						
Civil Surgeon Office	No			Information was displayed at the hospital but not in the office of Civil Surgeon.		
Registrar Birth and Death Office	No					
Registrar Birth and Death Baniyani Office	No					
<b>Department of Urban Local Bodies</b>						
MC Jhajjar Office	Yes					
MC Baniyani	-			Not visited		
<b>Department of Public Health and Engineering</b>						
SE Office ( Additional Charge of Rohtak)	No					
XEN Office	No					
<b>Department of Social Justice and Empowerment</b>						
DSWO Office	Yes			Information was available on printed out fliers pasted on walls.		
<b>Additional Deputy Commissioner Office(Mini Secretariat)</b>						
ADC Office	Yes			As the office was in Mini Secretariat, display of information was there, but no separate		

Name of Division	Name of the Districts	Designations	Display of Information	Remarks
				information was displayed in ADC Office.
	8.Rohtak	<b>Department of Power</b>		
		SE Office	Yes	On the main entrance of the building but no separate information displayed at SE Office.
		JE Office	No	On the main entrance of the building but no separate information displayed at JE Office
		<b>Department of Health</b>		
		Registrar Birth and Death, Office Civil Hospital		On the main entrance of the building but no separate information displayed at the individual office.
		<b>Department of Urban Local Bodies</b>		
		MC Rohtak Office	Yes	As the office was in Mini Secretariat, display of information was there but no separate information at MC Rohtak Office.
		MC Kalanour Office	Yes	
		Sub-Registrar Birth and Death Office	Yes	As the office was in Mini Secretariat, display of information was there but no separate information provided in Sub-Registrar Birth and Death Office.
		<b>Department of Public Health and Engineering</b>		
		XEN Div No-1 Office	-	The interview was held in SE Office. No separate visit was made.
		<b>Department of Social Justice and Empowerment</b>		
		DSWO Office	No	As the office was in Mini Secretariat, display of information was there but no separate information provided in DSWO Office.

Source: IDC Field Survey, 2016-17.

\*In the surveyed offices wherever the information was given, it only provides Designation of Appellate Authorities, time period and toll-free numbers.

Table No. 2.1 shows that in the majority all the officers of respective departments had displayed the information, except Department of Public Health and Engineering where there was no display of information in the office of XENs and SDEs in the district of Kaithal, Yamuna Nagar, Mewat, Hisar and Jhajjar.

In the Department of Power, XEN office in the district of Mewat and SDO office in the district of Gurgaon (Sohna Division) also had not displayed any information. The majority of the offices in the respective departments under study were in Jhajjar district where information display was not found except the DSWO office.

In all the districts under study, a few cases were found where the information was displayed on the fliers pasted on the walls of the offices.

It clearly indicates by, and large the offices of the respective departments were not following the provided guidelines under RTS regarding the display of information.

### **Observation**

An XEN (PHED) In Yamuna Nagar stated that 'there is no need to display information since this is not a public office. This contradicts the norms of the ACT.

### **Record Management**

As per the discussion held with the Chief Commissioner, Right to Service Commission of Haryana, it was told that the record management should be as per the RTS norms, i.e., form 4 A (which is designed by the Commission and available on the website). The form 4 (A) clearly indicates the guidelines starting from receiving of application to the delivery of services including the remarks in the case of rejection of the service.

During the field visit even on physical verification, it was found that none of the departments, providing the high volume services, were not maintaining the record as desired under the RTS Commission. The only exception was the DSWO office in Mewat District. The other departments in all the districts under study stated that they are following their Citizen Charter.

### **Observation**

One XEN in the Department of Public Health and Engineering at Jind district asked the team to provide a copy of Form 4 (A).

In Gurgaon, the Registrar of Birth and Death took the picture (photo) of form 4(A) to maintain the record in future as under the RTS norms.

### **Operationalisation of the RTS Commission**

Since last two years, the Commission had received only 27 appeals up to 16.06.2016 which were disposed of in January 2017. Out of the total complaints, department-wise there were only seven complaints against the Department of Public Health and Engineering and one was against the Department of Health. Out of the seven, one was related to overflow of pipes in the Rohtak district under study, and another was in the district of Hisar regarding

tube-well connection. Another complaint was related to water supply connection in the district of Mohindergarh.

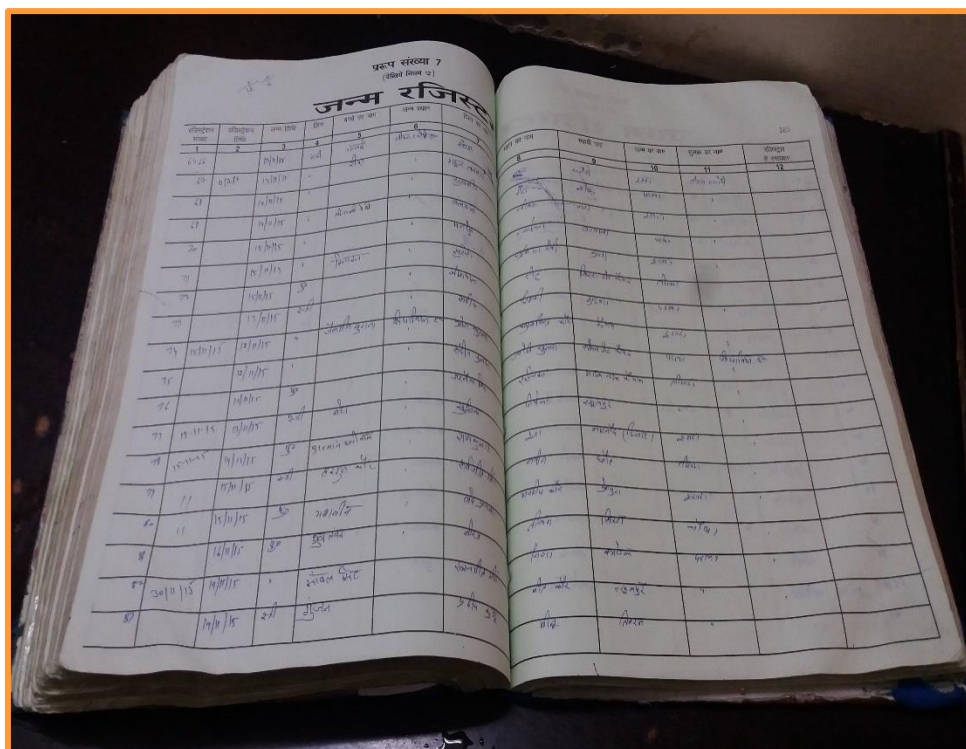
Regarding the birth and death registration, there was only one complaint in the district of Bhiwani. However, other complaints were not related to the selected high volume services under study.

### **Conclusions**

Indeed, the institutional mechanism for the RTS is sound in its format. But, its effectiveness is constrained by the lack of reach regarding coordination between the Commission and the sporting departmental structures of the selected departments including the delivery centres. This is evident from the rare visits of the Appellate Authorities to the delivery centres and a shortage of regular and well-trained staff, lack of required IT infrastructure. As a result, there is an appalling lack of awareness among the staff regarding the RTS norms and casual staff attitude towards compliance with RTS norms in several respects, including record management and displaying of information regarding the rights, timelines and other details for the benefit of the people.



Civil Hospital, Jhajjar



Record Management in Health Department, Kaithal

**HARYANA RIGHT TO SERVICE ACT 2014 VIDE GOVT. NOTIFICATION  
NO. 7/31/2014 - 3AR DATED 07/05/2015.**

Sl. No.	NAME OF SERVICE	GRANT TIME LIMIT (WORKING DAYS)
1.	Registration of Birth and Death Certificate (after one year of event) after submission of complete application	60 days
2.	Birth and Death Certificate (Name Entry & New Birth Certificate)	7 days
3(a)	Certified Copies of Birth/Death Certificate-Corporation Cities	7 days
3(b)	Certified Copies of Birth/Death Certificate- MC Town	7 days
4(a)	Sanction of Building Plan (other than Residential) (All Improvement Trusts)	60 days
4(b)	Sanction of Building Plan (Revised Building Plan Residential) (All Improvement Trust)	60 days
5.	Issuance of Completion/Occupation Certificate for Building (All Categories) (All Improvement Trust)	21 days
6.	Issuance of No Objection Certificate/Duplicate Allotment/re-allotment letter (all Improvement Trust)	21 days
7.	Issue of Conveyance Deed (all Improvement Trust)	15 days
8.	Issue of No Due Certificate (All Improvement Trust)	7 days
9.	Transfer of Property in case of Sale (All Improvement Trust)	15 days
10.	Transfer of Property in case of Death (All Improvement Trust)	45 days
11.	Issue of Permission for Mortgage	7 days
12.	Sanction of all Building Plans/Revised Building Plans (residential) All Municipal i.e. Municipal Corporations, Municipal Councils, Municipal Committees.	60 days
13.	Water Supply & Sewerage connections (Applicable in Municipal Corporation, Gurgaon & Faridabad only)	7 days
14.	Issue of Conveyance Deed in Municipal Corporation, Municipal Councils and Municipal Committees.	15 days
15.	Issue of New Trade License by Municipal Corporation	15 days
16.	Renewal of Trade License by Municipal Corporations	12 days
17.	Removal of Solid Waste from Streets/Roads	2 days
18.	Replacement of Street Lights	10 days
19.	Water Leakages/Sewerage blocked/overflow (in Case of Municipal Corporation, Gurgaon and Faridabad.	2 days
20(a)	Sanction of Building Plans in the original Municipal Limits For All Uses and Sizes except commercial/institutional Uses For The Sites 1000 Sq. Mtrs. And Above.	60 days
20(b)	Sanction of Building Plans in the Original Municipal Limits for Commercial/Institutional uses for the Sites 1000 Sq.mtrs. To 5000 Sq.mtrs.	60 days
20(c)	Sanction of Building Plans in the Original Municipal Limits for Commercial/Institutional uses for the Sites 5000 Sq.mtrs. and above.	60 days
20(d)	Approval of Building Plans (upto 5Acres) of Permission for Change of Land Use Cases in MC Gurgaon and Faridabad.	60 days
20(e)	Approval of Building Plans/Permission for Change of Land Use Cases in Gurgaon & Faridabad for the Site more than 5 acres, and in other municipal Corporations/ Councils/ Committees.	60 days
21.	Change of Land Use Permission for sites situated within various controlled areas falling with the municipal limits.	60 days

**नगर निगम गुडगाँव - Toll Free No: 18001801817, Website : www.mcg.gov.in**

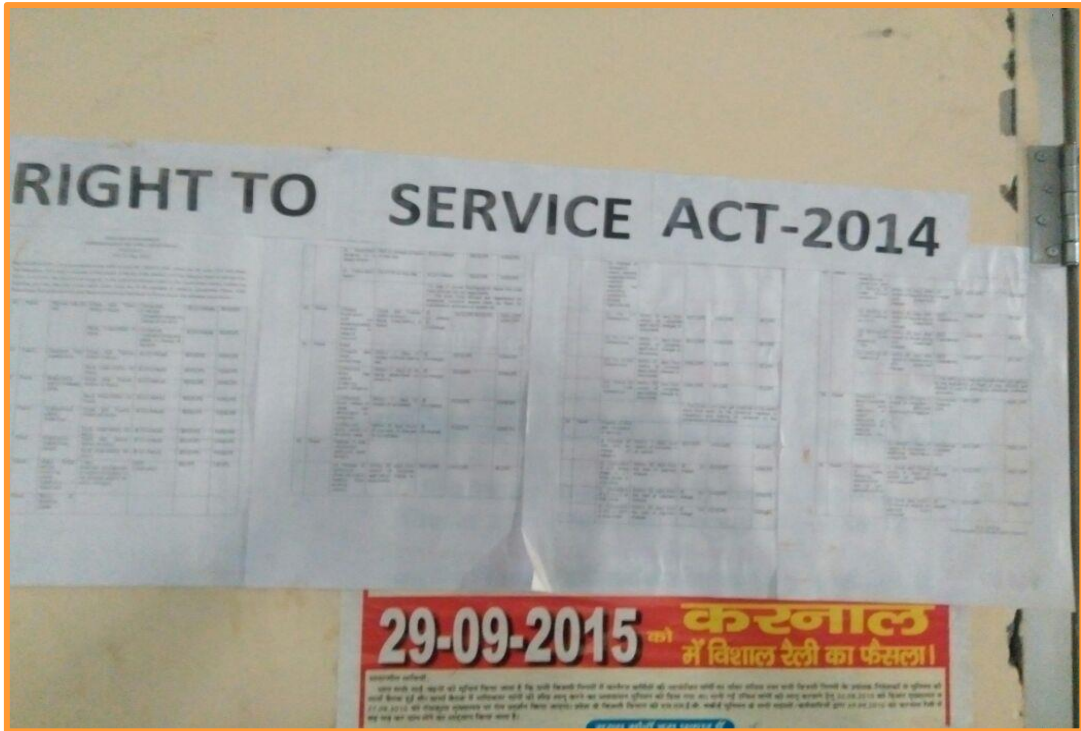
MC, Gurgaon

**Note: Any Person who is aggrieved by any Order of second Grievance Redressal Authority may file revision before the Commission with in 90 Days on the Address, Haryana Right to Service Commission, SCO No.38-39, Sec. 17A Chandigarh- 160017, Telephone: 0172-2704050**

**नगर निगम रोहताक हरियाणा सेवा का अधिकार अधिनियम 2014 के तहत जीके टी गैर सेवाएं दिए गए समय के भीतर जागरिकों को उपलब्ध करवाई जानी हैं।**

क्र.0	सेवा का नाम	टी गैर समय सीमा (कार्य दिवस)	पदाधिकारी अधिकारी	प्रकार प्रशासनिक विभाग	प्रतिबन्धित अधिकारी
1	(1) निगम के लिए नगरपालिका की स्थापना (2) नगरपालिका के लिए नगरपालिका की स्थापना (3) नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
2	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
3	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
4	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
5	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
6	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
7	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
8	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
9	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष
10	नगरपालिका के लिए नगरपालिका की स्थापना	10 दिन	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष	नगरपालिका के अध्यक्ष

MC, Rohtak



SDO (Power) Office, Nuh

सेवा में रजि. नं. (6262) दिनांक.....  
 रजिस्ट्रार, जन्म-मृत्यु, नगर निगम, हिसार

विषय : जन्म घटना के रिकार्ड में बच्चे का नाम दर्ज करवाने बारे प्रार्थना-पत्र।  
 श्रीमान् जी,

निम्न जन्म घटना आपके कार्यालय के जन्म रजिस्टर में दर्ज है :-

जन्म तिथि 24-11-2005  
 जन्म स्थान श्रीमान् श्रीमान् श्रीमान्  
 पिता का नाम श्रीमान् श्रीमान्  
 पिता का आधार कार्ड नं० 2464 8874 3302  
 माता का नाम श्रीमान् श्रीमान्  
 माता का आधार कार्ड नं० 94248153 5430  
 लिंग लड़का / लड़की  
 माता पिता का स्थाई पता 111/1 अई श्रीमान् श्रीमान् श्रीमान्

कृपया उपरोक्त जन्म रिकार्ड में बच्चे का नाम श्रीमान् दर्ज किया जावे।  
 बच्चे का आधार कार्ड/ई.आई.डी. 3022 4150 6245  
 तसदीक मैंने बच्चे का नाम व आधार कार्ड नम्बर अच्छी तरह से पढ़ व समझ लिया है।  
 व सही है अगर गलत व अधूरा हुआ तो मेरी स्वयं की जिम्मेवारी होगी।

लिखने को स्वागत है। कर्मचारी श्रीमान् श्रीमान् श्रीमान्  
 दिनांक 20/09/15

हस्ताक्षर माता-पिता श्रीमान् श्रीमान् श्रीमान्

जन्म/मृत्यु प्रमाण पत्र लेने के लिए डाक पता (अपनी लिखाई में)  
 नाम श्रीमान् श्रीमान् श्रीमान्  
 पता 111/1 अई श्रीमान् श्रीमान् श्रीमान् हिसार  
 पिन नं० 125001  
 मोबाईल नं० 98129 0748 8

Record Management, Helath Department, Hissar

LETTER RECEIVED REGISTER							
Serial No.	Date	No.	Date of Letter	FROM WHOM RECEIVED	SUBJECT	File Head	Disposal
4	5/12/16			विश्वकी / 92 555 23 920 12 क्वार्टर रोड, इ.मि.म. चौकी नेन राटिका गाँवी, श्री राम कुमार पांडव वहाँ राणी से।	लाइट खराब है।	Light Branch	
	5/12/16			पं.बन / 921 249 0000 पड़ावा चौकी माका बनेन भोरे दिमा	लाइट खराब है।	Light Branch	
16				श्रीम मद्यजन / 92156 1112 श्रीम मद्य श्री पास	लाइट खराब है।	Light Branch	

Complaint Register (power Department)

नगर पंचायत, सोहना, गुडगाँव					
सामयिक रूप से					
क्र.सं.	विवरण	समय	स्थिति	कार्यवाही	दिनांक
1.	उपस्था/सुपुर्वाधिकार प्रदायिका	10 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
2.	1. अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
3.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
4.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
5.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
6.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
7.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
8.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
9.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
10.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
11.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
12.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
13.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
14.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका
15.	अलग योजना की स्वीकृति (आवृत्ति) अलग योजना (आवृत्ति)	30 दिन	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका	उपस्था/सुपुर्वाधिकार प्रदायिका

नोट :- कोई व्यक्ति यदि द्वितीय स्थितिगत निवासी अधिकारी को आदेश से सहमत नहीं है तो वह अपना पक्ष देना का अधिकार आयोग में रख सकता है।  
देना का अधिकार आयोग हरियाणा एल.सी.ओ. नो 38 एच 39 तीसरा तल सेक्टर-175 चण्डीगढ़।

MC, Sohna (Gurgaon)

### III

## INSTITUTIONAL MECHANISM OF SELECTED HIGH VOLUME SERVICES

To study the existing institutional mechanism lengthy discussions were held with Rights to Service Commission Chief, Grievance Redressal Authorities, i.e., First Appellate and Second Appellate along with Designated Officers of the selected services. Empirical observations and interviews held with the staff members who play vital role in delivery of services, e.g., Assistant lineman (ALM), Junior Engineers (JEs), Auxiliary Nursing Midwife (ANM), Asha Workers, Sanitary Inspectors, Clerks, Investigators etc., further provide insights into the existing fault-lines in the institutional mechanism. While the State Government has, initiated moves towards E-Governance and using Information and Communication Technology (ICTs) to improve the efficiency and reach of governing institutions that contribute mainly in delivery of services and grievance redressal, but, its efforts have been hampered by immediate challenges, such as, lack of manpower, infrastructure facilities and availability of required material, etc.

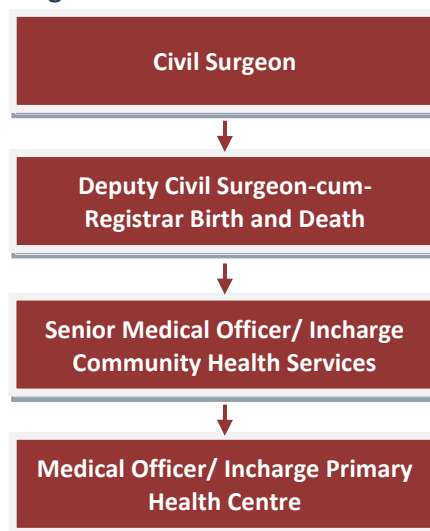
What follows is a department-wise picture of institutional mechanism and field observation on it.

#### (A) Department of Health

The Department of Health and Urban Local Bodies (ULBs) issues Birth and Death Certificate (Name Entry and Certified copies of New Birth Certificate).

#### Organisational Structure at District Level

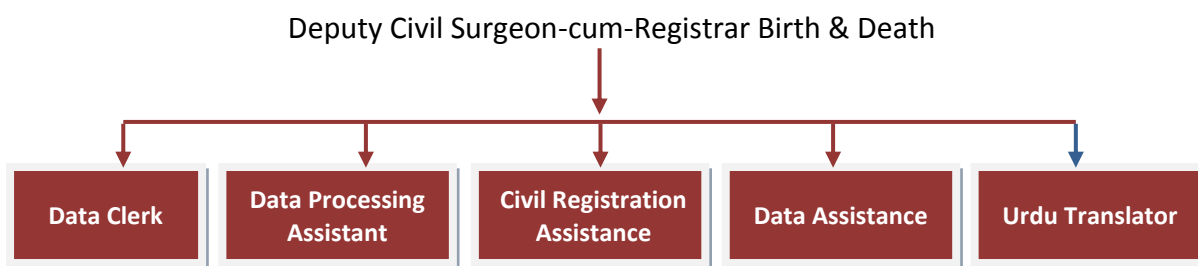
**Organisational Structure Chart 3.1**



Source: Compiled by the Author.

At the district level, Civil Surgeon is the overall in-charge of health services, who is assisted by Deputy Civil Surgeon-cum-Registrar of Birth and Death; followed by Senior Medical Officer/In-charge of Community Health Centre and Medical Officer/In-charge of Primary Health Centre.

**Chart No.3.2**  
**District level Organisational Structure for Registration of Birth & Death Certificates**



Source: Compiled by the Author

Registrar Birth and Death is assisted by Data Clerk, Data Processing Assistant, Civil Registration Assistant, Data Assistant and one Language Translator.

### Staff Positions

**Table No.3.1**  
**District-wise Staff Positions in Department of Birth and Death**

District	Deputy Civil Surgeon-cum-Registrar Birth and Death			Civil Registration Assistant			Statistical Assistant		
	Sanctioned Post	Filled Post	Vacant Post	Sanctioned Post	Filled Post	Vacant Post	Sanctioned Post	Filled Post	Vacant Post
Kaithal	1	1	-	1	1	-	1	1	-
Yamuna Nagar	1	1	-	1	1	-	1	1	-
Gurgaon	1	1	-	1	1	-	1	1	-
Mewat	NA	NA	NA	NA	NA	NA	NA	NA	NA
Hisar	NA	NA	NA	NA	NA	NA	NA	NA	NA
Jind	1	1	-	1	1	-	1	-	1
Jhajjar	1	1	-	1	1	-	1	-	1
Rohtak	1	1	-	1	1	-	1	1	-
Districts	Statistical Clerk			Data Processing Assistant			Urdu Translator		
	Sanctioned Post	Filled Post	Vacant Post	Sanctioned Post	Filled Post	Vacant Post	Sanctioned Post	Filled Post	Vacant Post
Kaithal	-	-	-	-	-	-	1	1	-
Yamuna Nagar	1	1	-	-	-	-	1	1	-
Gurgaon	1	-	1	1	-	1	1	-	1
Mewat	NA	NA	NA	NA	NA	NA	NA	NA	NA
Hisar	NA	NA	NA	NA	NA	NA	NA	NA	NA
Jind	-	-	-	1	1	-	-	-	-
Jhajjar	1	-	1	-	-	-	1	1	-
Rohtak	-	-	-	-	-	-	-	-	-

Source: IDC Field Survey, 2016-17.  
NA: Not Available

Table No.3.1 suggests that department is headed by Deputy Civil Surgeon-cum-Registrar Birth and Death. In all the districts under study, there was no position vacant of Deputy Civil Surgeon-cum-Registrar Birth and Death and Civil Registration Assistant.

At the level of Statistical Assistant in the district of Jind and Jhajjar positions were lying vacant. Regarding the Statistical Clerk in the district of Gurgaon and Jhajjar were also lying vacant. The positions of Data Processing Assistants and Urdu Translators are also lying vacant in the district of Gurgaon.

In the districts of Kaithal, Jind, and Rohtak, there was no sanctioned post of Statistical Clerks. As far as Data Processing Assistants are concerned there were no sanctioned posts in the districts of Kaithal, Yamuna Nagar, Jhajjar and Rohtak.

It has been reported that in all the surveyed districts, in the absence of regular staff, staff members were either working on deputations or the retired officers were the officiating as Registrar Birth & Death.

### **Field Observations**

- In Mewat district, the civil hospital Manda Kheri had one retired Senior Medical Officer working as Registrar Birth & Death.
- In Jhajjar district, the office of Registrar Birth & Death in the civil hospital had only one regular staff member while other staff members were on deputation and discharging their duties on a rotation basis.
- In Yamuna Nagar, a Dental Officer was working as Registrar of Birth & Death. He too was on deputation and having an additional charge of one of the CHC in the district.
- In Kaithal, Deputy Civil Surgeon-cum-Registrar Birth & Death was also having an additional charge of one of the CHC in the district.

### **Procedure**

There is a prescribed application proforma, which is available at the Hospital, Community Health Centre (CHC), Primary Health Centre (PHC) and Municipal Committee office without any charges. The documents attached along with the application form are Aadhar Card of the New Born, Voter Card of Parents. The submission of application is manual.

After the submission of the application, there is online verification of the documents. In Urban Areas, Municipal Councillor and Rural Areas, Sarpanch of the village attests/verifies the documents and application form.

For the issuance of certificates, there is a fee charged Rs.35/-. If any person wants more copies, then additional charges per copy are Rs.10/-. However, in Gurgaon and Jind districts, the Registrar of Birth & Death said that 'in the case of urgency there is a provision to pay Rs.100/- as charges and get the copy of the certificate.'

### Observations

- A few cases of forgery in Birth certificate entries were reported by the officials in Rohtak and Jind district. The FIRs lodged against applicants, who hide their actual age and produced forged documents for the purpose of getting age proof documents which allow them to qualify for competitions, such as, sports, recruitments in armed forces, police, etc., where age bar disqualifies the applicants, further provide the firsthand account of the ambiguities that make it possible for some of the people to evade the rules.
- Also, the litigants in property disputes too tried to get age proof documents by hiding back facts and forging the documents. In other cases of insurance claims, a few number of applicants tried to prove their spouses dead with the help of forged age proof documents.

**Table No.3.2**  
**Total Number of Births and Deaths Registered**

Sr. No.	District	2015		2016 (Provisional)	
		Total Birth Registered	Total Deaths Registered	Total Birth Registered	Total Deaths Registered
1.	Kaithal	22781	7178	23135	7818
2.	Yamuna Nagar	23717	8137	25288	8961
3.	Gurgaon	37878	10165	34794	10616
4.	Mewat	46387	4286	46544	4902
5.	Hissar	41443	14074	42525	14996
6.	Jind	23941	8629	23060	9183
7.	Jhajjar	16141	5582	13874	6148
8.	Rohtak	26681	14672	26217	15303
9.	Haryana	569340	168910	N.A.	N.A.

Source: Directorate of Health, Haryana, Panchkula.  
NA; Not Available

The table no. 3.2 above, shows that in the year of 2015, the maximum number of Birth Registration was in Mewat district (46387), followed by Hissar (41443), while the least Birth Registration was reported in Jhajjar district (16141).

In the year of 2016, the maximum number of Birth Registration was also in Mewat district (46544), followed by Hisar (42525). Jhajjar district had the lowest number of Births Registered (13874).

Death Registration in the year of 2015 was reported highest in Rohtak district (14672), followed by Hisar district (14074). The lowest number of Death Registration was reported in Mewat district (4286).

In the year of 2016, the maximum number of Deaths were Registered in Rohtak district (15303) followed by Hisar (14996). The lowest number of Deaths Registered was in Mewat district (4902).

### **(B) Department of Public Health and Engineering (PHED)**

The Department of Public Health and Engineering is headed by Engineer-in-Chief, who is assisted by six Chief Engineers at the headquarter level. The department is further divided into Circles. Each Circle is headed by Superintendent Engineer. The Circle is divided into Divisions, which are headed by the Executive Engineers (XENs). Then the Division is divided into Sub Divisions which is headed by Sub Divisional Engineer (SDE), who is assisted by Junior Engineers (JEs).

#### **Procedure**

Application proformas for anew connection (Drinking Water and Sewerage) are available at the website of the department and the office of Sub Divisional Engineer (SDE). The licensed plumber (a term used by the PHED officials) was also having the application proformas.

The applicants can submit the application form by adopting any of the methods - be it online or hand-to-hand. But the fee has to be deposited at the Sub Divisional Engineer (SDE) office. It was reported by the Executive Engineer that 'in Gurgaon City - the only method for submission of application is online.'

The applicant has to attach the following documents:

- map of the building;
- applicant's photograph;
- voter card;
- aadhar card;
- receipt of the fee paid for water/sewer connection and road cut charges;
- and a copy of plumber certificate.

The plumber of the concerned area visits the site and submits the report to the concerned SDE. In the rural areas, the fee charges for services vary according to the demand of the applicant, such as, for drinking water connection in rural areas:

- one time charges are Rs.500/-;
- monthly charges are Rs.60/- (which includes Rs.48/- for drinking water and Rs.12/- waste water charges);
- for sewerage connections, the applicant has to pay Rs.500/- as one-time charges and Rs.60/- per month (25% of the water charges).

However, in urban areas, the charge varies as Rs.1000/-are charged per connection for domestic. For commercial and institutional purposes; per month for water supply per kilolitre Rs.1/- is charged; whereas in addition to Rs.2000/-, per connection, Rs.4/- per kilolitre are charged for water supply for industrial, commercial and institutional purposes.

### **For Sewerage Connection in Urban Areas**

➤ **Domestic Connection:**

Rs.500/- per connection along with 25% of water charges per month.

➤ **Commercial/Institutional Connections**

Rs.1000/- per connection and 25% of water charges per month.

➤ **Industrial Connections**

Rs.2000/- per connection and 25% of the water charges per month.

### **Delivery of Services**

Soon after receiving the application the Sub Divisional Clerk issues receipt or acknowledgement to the applicant and sends the application to the concerned Junior Engineer. The SDE gives the final sanction and makes sure that the service is delivered in time provided the pipeline is available to the location of house/building. However, in the case of non-availability of the pipeline upto the house/building the applicant has to bear the expenditure of laying down the pipeline.

### **Staff positions**

A detailed analysis of the staff positions in the Department of Public Health and Engineering has been provided as follows.

**Table No. 3.3**  
**Staff Positions in the Department of Public Health and Engineering**

Districts	Designations and Positions											
	Superintendent Engineering			Executive Engineer			Sub Divisional Engineer			Junior Engineer		
	Sanctioned Position	Filled Position	Vacant Position	Sanctioned Position	Filled Position	Vacant Position	Sanctioned Position	Filled Position	Vacant Position	Sanctioned Position	Filled Position	Vacant Position
Kaithal	1	1	-	2	2	-	6	6	-	22	9	13
Yamuna Nagar	1	1	-	2	2	-	8	8	-	25	14	11
Gurgaon	1	1	-	2	2	-	8	8	-	23	16	7
Mewat	1	-	1	1	1	-	4	4	-	39	26	13
Jind	1	1	-	2	2	-	6	3	3	29	16	13
Hisar	1	1	-	2	2	-	6	6	-	25	13	12
Jhajjar	1	1	-	2	2	-	6	5	1	29	17	12
Rohtak	1	-	1	3	3	-	10	10	-	33	26	7

\*Data collected from headquarter Department of Public Health, and Engineering has been compiled by the author.

Table No. 3.3 suggests that the Circle is headed by Superintendent Engineer (SE). In all the districts under study, there had been six SEs, except the two districts: Rohtak and Mewat where the additional charge was given to SE Jhajjar and SE Palwal. There was no position vacant at the level of division, which is headed by Executive Engineers (XENs).

The number of SDE was highest (10) in Rohtak district, where all the positions were filled. However, in Jind district, three positions of SDE were lying vacant whereas in Jhajjar district one position was vacant.

At the level of Junior Engineer, the highest numbers of positions (13) were vacant in each of the districts of Kaithal, Mewat, and Jind district. As much as (12) positions were vacant in each of the districts of Hisar and Jhajjar. In Yamuna Nagar district, the number of vacant positions was (11). Each of the districts of Gurgaon and Rohtak had (7) positions vacant.

### **(C) Department of Power**

In 1998 Haryana State Electricity Board was divided into two parts namely Haryana Power Generation Corporation Limited (HPGCL) and Haryana Vidyut Parsarn Nigam Limited (HVPNL). On 1<sup>st</sup> July 1999, the HVPNL was further divided into two parts namely Dakshin Haryana Bijli Vitran Nigam (DHBVN) and Uttar Haryana Bijli Vitran Nigam (UHBVN).

DHBVN is responsible for distribution of power in South Haryana. It covers ten districts namely Bhiwani, Faridabad, Fatehabad, Gurgaon, Hisar, Mewat, Narnaul, Rewari, Sirsa and Jind.

Director Operation is the overall in charge of operation wing of DHBVN. Under Director, General Manager/Commercial, Vidyut Nagar, and two Chief Engineers (Operation) are appointed. The Chief Engineer is assisted by three Superintendent Engineers (SEs). And, each Superintendent Engineer is assisted by Executive Engineers (XENs), who takes care of the area under their respective division. The XEN of Hisar has more than one division under him. Each of the XEN is assisted by Sub Divisional Officers (SDOs).

Uttar Haryana Bijli Vitran Nigam Limited (UHBVN) is a Government of Haryana Undertaking. It primarily undertakes the Power Distribution and Retail Supply Business in Northern parts of Haryana. UHBVNL is registered under the Company Act 1956 and has commenced its

operation on July 1999. The power is procured through Haryana Power Purchase Centre (HPPC), and it is a joint form of UHBVN and DHBVN.

UHBVN had ten districts namely Panchkula, Ambala, Yamuna Nagar, Kurukshetra, Kaithal, Karnal, Panipat, Sonapat, Rohtak and Jhajjar.

The UHBVN is headed by Chairman-cum-Managing Director and assisted by four Independent Directors, one Company Secretary, and four Directors - as Director Finance, Director Technical-I, Director Technical-II and Director Projects - Each of them having their staff for assistance. Director Finance, in addition to finance also looks after the administration, whereas Director Technical I and II look after the operation. Under the Director Technical I and II comes the following districts: Panchkula, Yamuna Nagar, Kurukshetra, Kaithal, Ambala and Karnal. Each of the districts is headed by Superintendent Engineer (SE) Operation.

### **Procedure**

Prescribed proformas for the service of the release of New Connection for different categories, such as, for LT Connections, 11 KV, 33 KV and above 33 KV are available online on the website of the department. It is also available in the office of the designated officer i.e. Sub Divisional Officer (SDO). The applications for services are submitted online as well as hand-to-hand. However, for fee submission, the applicants of New Connections/Additional Load have to go to the office of the concerned official.

Along with the application, the applicant has to submit the required documents i.e. copy of Aadhar Card, Photograph, Residence Proof; Land Records (e.g. copy of the registry of the house or land). In the case of applying for Additional Load, the applicant has to bring the old copy of paid bill, as well.

The Junior Engineer of the respective area personally visits and verifies the documents, such as land record (registry), revenue records, and maps, etc., required from the applicant for providing the services.

### **Fee Charges**

For each type of service fee charges varies as:

- ❖ For domestic connections upto 2KV – Rs.75 security and Rs.200/KV service charge.
- ❖ For 3 KV – Rs.750/- security and Rs.500/KV - service charge.
- ❖ For 4 KV – Rs.750/security and Rs.500/KV - service charge.
- ❖ For 33KV – Rs.1000/- security and Rs.2000 service charge and Rs.25/KV -processing charge.

### **Delivery of Service**

After filing the verification report by the concerned designated officer, sanction for the release of the new connection is issued.

### **Meter Complaints**

The nature of meter complaints under Service No 58 is:

- a) inspect and check correctness after receiving of meter testing fee;
- b) replacement of slow/fast/creeping/stuck/defective/burnt meter, if the cause is not attributed to the consumer;
- c) In other cases, the complainant after submitting the application along with the fees required for the service can submit his complaint. However, the department does not provide any prescribed proforma for meter complaints.

Junior Engineer has been declared the Designated Officer under the RTS Act, 2014, who after inspecting, checking and verifying the meter will send it to the lab for testing and on receiving the testing report the meter is replaced.

### **Methods of Submission of Complaint**

The methods available to the applicant for submission of complaints:

- a) toll-free number;
- b) departmental telephone number;
- c) mobile or telephone number of the concerned officer/staff numbers;
- d) entering written complaints in the register;
- e) online complaints: e-mail, texts, etc.

**Table No.3.4**  
**Staff Positions in the Power Department**

District	Division/ Circle	Designation	Sanctioned Strength	Working Strength	Vacant Positions	Remarks
Kaithal	Division No.1	S.D.O.	1	1	-	
		J.E.	4	4	-	(J.E.1+J.E-F)
		L.M.	11	22	-	11 Surplus
		A.L.M.	26	8	18	
Yamuna Nagar	Yamuna Nagar Circle	S.E.	1	1	-	
		XEN	3	3	-	
		A.E./A.E.E.	14	10	4	1 Post created through ITI S/D. 2 Nos. AE (P) and 1 No. CDC AE is working against the post of S.D.O.
		J.E.	66	45	20-	J.E.-1+J.E.-F/J.E./S/Stn. 4 Posts created through ITI S/D. 03 Nos. JE-I are working against the post of S.D.O.
		L.M.	384	299	85	11 Posts created through ITI S/D.
		A.L.M.	969	242	722	27 Posts created through ITI S/D. *179 Posts are outsourced and 372 are working through Contractor.
Nuh	Nuh Division	XEN	1	1	-	
		S.D.O.	4	4	-	
		J.E.	18	10	8	(J.E.1+J.E-F)
		L.M.	77	82	5	
		A.L.M.	178	48	11	141 Outsourced
Jind	Jind Circle	S.E.	1	1	-	
		XEN	3	3	-	
		A.E./A.E.E.	12	10	2	
		J.E.	55	32	23	J.E./1+J.E./F+J.E.1.1+J.E./S/stn.
		L.M.	340	326	14	
		A.L.M.	818	500	318	*In Narwana Division 91 A.L.Ms are working (50 through Outsource + 41 through Contractor.

District	Division/ Circle	Designation	Sanctioned Strength	Working Strength	Vacant Positions	Remarks
Rohtak	Rohtak (Circle)	S.E.	1	1	-	
		XEN	3	3	-	
		A.E.E.	3	3	-	
		A.E.	6	6	-	
		J.E.	63	34	29	(J.E.1+J.E-F)
		L.M.	193	144	49	
		A.L.M.	442	351	91	146 (77 through Contractor and 69 through Agreement)

Source: IDC Field Survey 2016-17.

Table No. 3.4 above, reveals that the working positions in the Power Department have been lying vacant especially below the rank of SDO/AE/AEE. In Jind Circle, there were 23 positions of JE rank vacant whereas in Yamuna Nagar Circle there had been 20 positions and the Rohtak Circle had 29 vacant positions. Below the rank of JE, the Lineman plays a vital role in the delivery of services, but there were 14 positions of Lineman lying vacant in Jind Circle. In Yamuna Nagar Circle 85 positions were vacant while in Rohtak Circle 49.

Total numbers of 318 positions of ALM were vacant in Jind Circle. In Yamuna Nagar, the staggering number of vacant positions was 722. In Rohtak Circle 91 positions were vacant. However, the Power Department claims to do its best in terms of filling the vacant positions through outsourcing and hiring the staff on contract basis, *but the officials candidly admit that in the absence of regular staff 'the parameters of transparency and accountability required for effective delivery of services under the RTS Act 2014 can't be assured.'*

### Observations

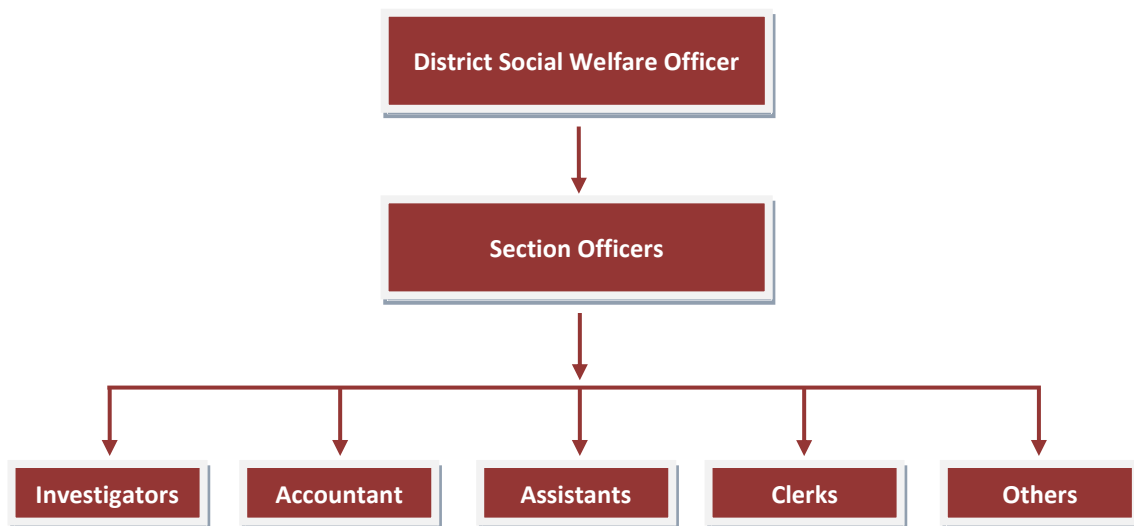
- Both the Lineman and Assistant Lineman are the key persons in the delivery of services - be it fixing the fuse, maintaining the power supply lines, transformers, etc. Their non-availability due to non-recruitment and lack of safety kits required for performing the duties not only result in a delay of services but also put their lives at risk. *One of the JEs in the surveyed districts conceded to the fact that 'most of the Lineman and ALMs were not having the safety kits required for the safety purpose.'*

- In one of the surveyed districts, an SDO stated, ‘in my Sub Division, there is an acute shortage of material and machines e.g. cranes to pull heavy wires, poles, etc. Now tell me... under such circumstances how I can perform my duties and meet the timelines given under the RTS Act, 2014.’

### **(D) Department of Social Justice and Empowerment**

Department of Social Justice and Empowerment is headed at the district level by District Social Welfare Officer (DSWO), who is assisted by a Section Officer. Under the Section Officer, there are Investigators, Accountants, Assistants, Clerks and other staff.

**Chart No.3.3**  
**District level Organisational Structure**



Source: Compiled by the Author.

### **Procedure**

The application proformas are available at DSWO office, Block Development Panchayat Officer (BDPO) Office, Community Service Centre (CSC) in the villages.

The submission of an application for services is made through online as well as hand-to-hand. The CSC in villages provides the online facility of sending the application of Old Age Samman Allowance to the DSWO office.

## Observations

- Of all the surveyed districts, Jhajjar was the only district where the mode of receiving applications for Old Age Samman Allowance was only through online. The DSWO stated, 'the facilities of online submission of application are available in each of the CSC in villages in the district.'
- The DSWO of Mewat reported, 'through online application submission the cases of forgery in documents, such as age proof, income certificate, residence proof, have increased.'
- In Kaithal district the mode of submission of application was only hand-to-hand; no online application submission was reported by the authorities.

## For Rural Areas

In all the districts under study, the officials of the Social Justice and Empowerment Department stated that they hold one day camp once in a month at the Block level at BDPO office, where the eligible applicants submit their applications.

## For Urban Areas

In urban areas too, the Social Justice and Empowerment Department officials hold one day camp in the wards, where the eligible applicants submit the application.

## Documents Attached with Application

With the application form the following documents are to be attached:

- A photograph of the applicant;
- aadhar card;
- ration card or residence proof;
- age proof (voter card, any school certificate, medical report, any age proof on the eldest son/daughter, who should be above the age of 41 years).

### **Eligibility Criteria**

A person above the age of 60 years and having an annual income less than Rs.2,00,000/- is eligible for Old Age Samman Allowance (Pension Scheme).

### **Verification of the documents**

In rural areas, the PRI representative i.e. Sarpanch of the village verifies the documents, whereas in urban areas the ULB member, such as Municipal Councillor does the verification of documents. Then, the clerk of the respective department verifies the age proof by matching it with the Election Commission website. The Section Officer before sending the application to the DSWO also does the cross-checking of the documents.

### **Rejection of Application**

In most of the cases of rejection of the applications of Old Age Samman Allowance, the main reason reported by the officials is; 'not matching of age proof documents with the Election Commission Website.'

### **Staff positions**

**Table No.3.5 (a)**  
**Staff Positions in the Department of Social Justice and Empowerment**

Divisions	Districts	Designations and Positions								
		District Social Welfare Officer			Section Officer			Investigators		
		Sanctioned Position	Filled Position	Vacant Position	Sanctioned Position	Filled Position	Vacant Position	Sanctioned Position	Filled Position	Vacant Position
Ambala	Kaithal	1	1	-	1	1	-	3	1	2
	Yamuna Nagar	1	1	-	1	1	-	3	2	1
Gurgaon	Gurgaon	1	1	-	1	1	-	3	2	1
	Mewat	1	1	-	1	-	1	3	-	3
Hisar	Hisar	1	1	-	1	1	-	3	1	2
	Jind	1	1	-	1	1	-	3	2	1
Rohtak	Jhajjar	1	1	-	1	-	1	3	1	2
	Rohtak	1	1	-	1	1	-	3	3	-

Source: IDC Field Survey 2016-17.

Contd....

**Table No.3.5 (b)**  
**Staff Positions in the Department of Social Justice and Empowerment**

Divisions	Districts	Designations and Positions								
		Assistant/ Accountant/ Cashier			Clerk			Others		
		Sanctioned Position	Filled Position	Vacant Position	Sanctioned Position	Filled Position	Vacant Position	Sanctioned Position	Filled Position	Vacant Position
Ambala	Kaithal	4	4	-	5	4	1	3	1	2
	Yamuna Nagar	4	3	1	7	3	4	4	1	3
Gurgaon	Gurgaon	4	4	-	7	2	5	4	2	2
	Mewat	4	1	3	6	2	4	5	-	5
	Hisar	4	4	-	5	5	-	3	2	1
	Jind	4	4	-	7	3	4	3	1	2
Rohtak	Jhajjar	4	4	-	7	2	5	5	-	5
	Rohtak	3	3	-	7	3	4	4	-	4

Source: IDC Field Survey 2016-17.

Table Nos. 3.5(a) and (b) show the staff positions in the Department of Social Justice and Empowerment in the surveyed districts of Haryana.

All the positions of DSWO were filled. The post of Section Officer was lying vacant in two districts, i.e., of Mewat and Jhajjar.

All the three posts of Investigators in Mewat district were vacant. However, two of the Investigators' positions in each of the districts of Kaithal, Hisar and Jhajjar were vacant. There was one post of Investigator lying vacant in each of the districts of Yamuna Nagar, Gurgaon and Jind.

Mewat district had the highest number of positions i.e. Assistant/Account/Cashier lying vacant.

Five posts of Clerks were lying vacant in Gurgaon and Jhajjar districts, while, four positions were lying vacant in each of the following districts: Yamuna Nagar, Mewat, Jind and Rohtak.

In the category of Other Positions, such as Data Entry Operator/Computer Operator, Driver, etc., there were the highest numbers of positions vacant in Mewat and Jhajjar districts. The following districts had a different number of positions lying vacant: Rohtak (4), Yamuna Nagar (3), Kaithal (2), Gurgaon (2), Jind (2), and Hissar (1).

**Table No. 3.6**  
**District-wise total number of beneficiaries and their status of accounts**

Division	District	Beneficiaries and their status of accounts		
		Number of beneficiaries	Accounts uploaded	%age of accounts uploaded
Ambala	Kaithal	134524	130924	97.32
	Yamuna Nagar	118953	116255	97.73
Gurgaon	Gurgaon	65869	64486	97.98
	Mewat	75590	72699	96.18
Hisar	Hisar	182903	179789	98.30
	Jind	152728	150106	98.28
Rohtak	Jhajjar	101424	99081	97.69
	Rohtak	111030	108779	97.97
Haryana		2404244	2344737	97.52

Source: District Social Welfare Office and IDC Field Survey.

Table No. 3.6 shows that the number of beneficiaries of Samman Scheme (old age Pension). The highest number of beneficiaries of the scheme were in Hisar district (182903) followed by Jind (152728), Kaithal (134524), Yamuna Nagar (118953), Rohtak (111030), Jhajjar (101424) and Mewat (75590). The lowest numbers of beneficiaries of Samman Scheme were in Gurgaon (65869).

The uploading of bank accounts of beneficiaries with the Department of Social Justice and Empowerment varies from 96.18% to 98.30%.

### **Conclusions**

The backend architecture of the selected high volume services reportedly suffers from a lack of required strength of staff who play vital in the delivery of services. What is more, the staff dealing with the public at service delivery centres lack realigned approach and mindset that is required for effective delivery of services and building a harmonious relationship between the service providers, and the service seekers may lead to reducing the trust deficit as well.

## IV SERVICE SEEKERS SATISFACTION LEVEL

Until a few years ago, the common man had to face several difficulties in getting public services like electricity, education, healthcare, public transport, water supply, etc. The complicated government processes, unreliable timeframe, difficulties in contacting officials had been common complaints. What is more, the middlemen and the search for alternative channels generated corruption and reduced faith in the Government processes and systems. Now with the introduction of RTS Act, that aims to provide services in a time-bound manner, the degree of change in the status quo, and people's expectations from the Government has further necessitated transparency and accountability from the respective officials, who are responsible for the delivery of services.

The present chapter provides analysis of the data gathered from all the eight surveyed districts. The total number of service seekers were 2020 interviewed as referred to earlier.

### Awareness about Services under the RTS Act

Only ten respondents were aware that the service they applied for came under the RTS Act. Notably out of a total 2020 respondents their source of information was PRI representatives i.e. Sarpanches and MC members.

### Awareness about the availability of information about RTS at Submission Centres

**Table No.4.1**  
**Service-wise awareness of the Service Seekers regarding information available at the Submission Centres**

Services	Responses						Total	
	Yes		No		No response			
	%	N	%	N	%	N	%	N
Birth Name Entries	3.3	20	52.8	317	43.8	263	100.0	600
Certified copies of New Birth Certificate	-	-	50.0	8	50.0	11	100.0	19
Death Name Entries	3.9	12	49.8	154	46.3	143	100.0	309
Water leakage/ overflow of pipes	0.8	3	28.0	106	71.2	270	100.0	379
Meter complaints	3.6	6	22.9	38	73.5	122	100.0	166
Release of new connections	-	-	50.0	34	50.0	34	100.0	68
Additional load	-	-	50.0	15	50.0	15	100.0	30
Old Age Samman	0.2	1	37.4	168	62.4	280	100.0	449
<b>Total</b>	<b>2.1</b>	<b>42</b>	<b>41.6</b>	<b>840</b>	<b>56.3</b>	<b>1138</b>	<b>100.0</b>	<b>2020</b>

Source: IDC Field Survey 2016-17.

Table No. 4.1 entails the details of awareness of the service seekers about the information available at the Submission Centres regarding RTS Act. As much as 56.3% of the service seekers were not sure about the display of information, so they did not respond. 41.6% respondents denied that there was a display of information at the centres.

Only 2.1% confirmed about the information display. All of them said that the information was displayed on the board at offices.

### **Awareness about Right to Appeal**

None of the service seekers across the selected services under the study either reported knowing about the grievance redressal mechanism and in case of delay/denial of the services none of them filed an appeal either to the first or second Appellate

None of them admitted whether they were dissuaded from filing an appeal for grievance redressal.

### **Places to Procure Proforma**

**Table No.4.2  
Places to Procure Proformas**

Services	Places																			
	Office		Hospital/CHC/PHC		Verbal Complaint		Written Application		ANM/ASHA Worker/Staff		BDPO		On Line		Sarpanch		MC Office		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Birth Name Entries	5.0	30	49.8	299	-	-	3.2	19	28.5	171	-	-	-	-	-	-	13.5	81	100.0	600
Certified copies of New Birth Certificate	31.6	6	47.4	9	-	-	-	-	-	-	-	-	-	-	-	-	21.0	4	100.0	19
Death Name Entries	9.1	28	40.1	124	-	-	7.4	23	40.8	126	-	-	-	-	-	-	2.6	8	100.0	309
Water leakage/ overflow of pipes	-	-	-	-	73.4	278	27.6	77	-	-	-	-	-	-	-	-	6.3	24	100.0	379
Meter complaints	-	-	-	-	56.0	93	44.0	73	-	-	-	-	-	-	-	-	-	-	100.0	166
Release of new connections	100.0	68	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100.0	68
Additional load	100.0	30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100.0	30
Old Age Samaan	38.5	173	-	-	-	-	-	-	-	-	42.3	190	10.2	46	9.0	40	-	-	100.0	449
<b>Total</b>	<b>16.6</b>	<b>335</b>	<b>21.4</b>	<b>432</b>	<b>18.4</b>	<b>371</b>	<b>9.5</b>	<b>192</b>	<b>14.7</b>	<b>297</b>	<b>9.4</b>	<b>190</b>	<b>2.3</b>	<b>46</b>	<b>2.0</b>	<b>40</b>	<b>5.8</b>	<b>117</b>	<b>100.0</b>	<b>2020</b>

Source: IDC Field Survey 2016-17.

Table No. 4.2 suggests that as much as 16.6% service seekers procured proforma from the respective offices. Only 2.3% of them reported receiving the required proforma online i.e. from the website of the Social Justice and Empowerment.

For Birth and Death Name Entry, service seekers procured the proformas from the hospitals, MC office and Asha Workers.

However, there was no proforma for Water Leakage/Over Flow of Pipes and Meter Complaints. For Water Leakage/Over Flow of Pipes 73.4% and for Meter Complaints, 56.0% stated that they complained to the officials verbally.

All the service seekers for Release of New Connections and Additional Load procured their proforma from the concerned office.

For Old Age Samman Allowance as much as 42.3% procured proforma from the BDPO office. The following 38.5% procured proforma from DSWO office, while 9.0% procured the proforma from PRI representatives i.e. Sarpanch.

The proformas were available free of cost. None of the service seekers reported paying for it.

### Awareness about Documents to be attached along with Application

**Table No.4.3**  
Service-wise awareness about documents to be attached along with the application

Services	Responses				Total	
	Yes		No		%	N
	%	N	%	N		
Birth Name Entries	100.0	600	-	-	100.0	600
Certified copies of New Birth Certificate	100.0	19	-	-	100.0	19
Death Name Entries	100.0	309	-	-	100.0	309
Water leakage/ overflow of pipes	-	-	100.0	379	100.0	379
Meter complaints	77.7	129	22.3	37	100.0	166
Release of new connections	100.0	68	-	-	100.0	68
Additional load	100.0	30	-	-	100.0	30
Old Age Samman	100.0	449	-	-	100.0	449
<b>Total</b>	<b>79.4</b>	<b>1604</b>	<b>20.6</b>	<b>416</b>	<b>100.0</b>	<b>2020</b>

Source: IDC Field Survey 2016-17.

As per tableno.4.3, all the service seekers of the respective services except Water Leakage/Over Flow of Pipes confirmed attaching the documents along with the applications. As many as 77.7% of the service seekers for Meter Complaints confirmed of attaching the documents required for the service.

### Observation

For Meter, two kinds of complaints were reported: 1) replacement of Meter, for which attachment of the documents was required and 2) fast running of Meter wherein the attachment of documents was not required.

### Accessibility of Delivery Centres

**Table No.4.4**  
Service-wise opinion of the service seekers regarding accessibility of delivery centres

Services	Accessibility of Delivery Centres					
	Yes		No		Total	
	%	N	%	N	%	N
Birth Name Entries	98.7%	592	1.3	8	100.0	600
Certified copies of New Birth Certificate	100.0	19	-	-	100.0	19
Death Name Entries	100.0	309	-	-	100.0	309
Water leakage/overflow of pipes	95.0	360	5.0	19	100.0	379
Meter complaints	98.8	164	1.2	2	100.0	166
Release of new connections	100.0	68	-	-	100.0	68
Additional load	100.0	30	-	-	100.0	30
Old Age Samman	97.3	437	2.7	12	100.0	449
<b>Total</b>	<b>98.0</b>	<b>1979</b>	<b>2.0</b>	<b>41</b>	<b>100.0</b>	<b>2020</b>

Source: IDC Field Survey 2016-17.

Table No. 4.4 shows that majority of the service seekers 98.0% across the selected services stated that Delivery Centres are accessible.

## Observation

1. For Water Leakage/Over Flow of Pipes and Meter Complaints, particularly in the rural areas, Pump Operators and Lineman/ALM were reported to be not available due to being overburdened by additional charges of neighbouring villages.

## Mode of submission of Application

**Table No.4.5**  
**Service-wise mode of submission of applications/complaints**

Services	Mode of Submission											
	Online		Hand-to-hand		Complaint on Register		Telephone		Verbal		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Birth Name Entries	5.0	30	95.0	570	-	-	-	-	-	-	100.0	600
Certified copies of New Birth Certificate	42.1	8	57.9	11	-	-	-	-	-	-	100.0	19
Death Name Entries	3.2	10	96.8	299	-	-	-	-	-	-	100.0	309
Water leakage/ overflow of pipes	0.3	1	43.3	164	28.0	106	5.3	20	23.2	88	100.0	379
Meter complaints	-	-	77.7	129	6.0	10	4.8	8	11.4	19	100.0	166
Release of new connections	1.5	1	98.5	67	-	-	-	-	-	-	100.0	68
Additional load	-	-	100.0	30	-	-	-	-	-	-	100.0	30
Old age Samman	9.6	43	90.4	406	-	-	-	-	-	-	100.0	449
<b>Total</b>	<b>4.6</b>	<b>93</b>	<b>83.0</b>	<b>1676</b>	<b>5.7</b>	<b>116</b>	<b>1.4</b>	<b>28</b>	<b>5.3</b>	<b>107</b>	<b>100.0</b>	<b>2020</b>

Source: IDC Field Survey 2016-17.

Table No. 4.5 suggests that the majority of service seekers i.e.83.0% submit their application hand-to-hand, while online submission of application was only 4.6%. For registering complaints about water leakage/overflow of pipes and meter complaint, 5.7% preferred to enter the complaint in the official registers. Only 1.4% of the service seekers told that they register their complaints telephonically.

## Places of submission of application

**Table No.4.6**  
**Service-wise places of submission of applications/complaints**

Services	Places																Total	
	Office Window		Delivery Centres/ Office		E-Disha Centres		Open Darbar/ BDPO Officer		CSC		PHC/CHC		Asha Worker/ANM		Office Register			
	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Birth Name Entries	60.8	365	7.0	47	2.7	16	-	-	-	-	27.0	162	2.5	15	-	-	100.0	600
Certified copies of Birth Certificate	73.7	14	26.3	5	-	-	-	-	-	-	-	-	-	-	-	-	100.0	19
Death Name Entries	65.4	202	2.6	8	1.0	3	-	-	-	-	15.5	48	15.5	48	-	-	100.0	309
Water leakage/ overflow of pipes	57.5	218	14.0	53	-	-	-	-	-	-	-	-	-	-	28.5	109	100.0	379
Meter complaints	88.0	146	6.0	10	-	-	-	-	-	-	-	-	-	-	6.0	10	100.0	166
Release of new connections	100.0	68	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100.0	68
Additional load	100.0	30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100.0	30
Old Age Samman	64.6	290	-	-	-	-	30.3	136	5.1	23	-	-	-	-	-	-	100.0	449
<b>Total</b>	<b>66.0</b>	<b>1333</b>	<b>5.8</b>	<b>118</b>	<b>0.9</b>	<b>19</b>	<b>6.7</b>	<b>136</b>	<b>1.1</b>	<b>23</b>	<b>10.4</b>	<b>210</b>	<b>3.1</b>	<b>63</b>	<b>5.8</b>	<b>118</b>	<b>100.0</b>	<b>2020</b>

Source: IDC Field Survey 2016-17.

Table No. 4.6 suggests that for the service of Birth Name Entries 60.8% of service seekers submitted their applications at office window i.e. at Civil Hospitals. Further, 27.0% submitted at CHC/PHC, 7.0% at delivery centres that are MC office window, 2.7% at E-disha centres (operates at district headquarters only). However, 2.5% service seekers reported that they submitted applications through Asha workers/ANMs.

For Certified Copies of Birth Certificates, as many as, 73.7% service seekers submitted applications at the office window, while 26.3% at the delivery centres, i.e., MC office.

For Death Name Entry, maximum of the service seekers i.e. 65.4% submitted their application at office window i.e. Civil Hospital, followed by 15.5% both with CHC/PHC and Asha workers/ANMs. Only eight of them at delivery centres/M.C. office three at E-disha centres.

For services of Water Leakage/Over Flow of Pipes, the service seekers submitted complaints at the office window, i.e., SDE/JE office, followed by 28.5%, who reported registering their complaints in the office register at the SDE Office/JE/Pump Operator. Meanwhile, 14.0% reported submitting of complaints at the delivery centres, i.e., MC office.

88.0% of service seekers suggested that for Meter Complaints they submit their complaints at the office window, i.e., SDE/JE office, while, 6.0% submitted their complaints at the service delivery centre, i.e., Line Man office. As many as 6.0% also reported registering their complaints in the register available in the office.

For the release of New Connections and Additional Load, all the service seekers reported submitting their applications at the SDE office.

For the Old Age Samman Allowance (Pension Scheme), 64.6% of the service seekers reported that they submitted applications at the office window, i.e., DSWO office, followed by 30.3% through Open Darbar organised by the department. While 5.1% submitted at the CSC.

## Satisfaction Level

**Table No.4.7**  
Service-wise satisfaction level of service seekers regarding the conduct of officials

Services	Satisfaction Level				Total	
	Yes		No			
	%	N	%	N	%	N
Birth Name Entries	96.3	578	3.7	22	100.0	600
Certified copies of New Birth Certificate	56.3	10	43.8	9	100.0	19
Death Name Entries	84.5	261	15.5	48	100.0	309
Water leakage/ overflow of pipes	73.6	279	26.4	100	100.0	379
Meter complaints	91.0	151	9.0	15	100.0	166
Release of new connections	95.6	65	4.4	3	100.0	68
Additional load	96.7	29	3.3	1	100.0	30
Old Age Samman	96.2	432	3.8	17	100.0	449
<b>Total</b>	<b>89.4</b>	<b>1805</b>	<b>10.6</b>	<b>215</b>	<b>100.0</b>	<b>2020</b>

Source: IDC Field Survey 2016-17.

Table No. 4.7 reveals that as many as 89.4% service seekers were satisfied with the conduct of staff at the respective offices.

However, 10.6% across the services were not satisfied. Main reasons of dissatisfaction, as reported, were: non-cooperation, repeated visits and not paying heed to the problems of the service seekers.

## Services received within prescribed time limit

**Table No.4.8**  
Service-wise, services received within the prescribed time limit

Services	Responses				Total	
	Yes		No			
	%	N	%	N	%	N
Birth Name Entries	100.0	600	-	-	100.0	600
Certified copies of New Birth Certificate	100.0	19	-	-	100.0	19
Death Name Entries	100.0	309	-	-	100.0	309
Water leakage/ overflow of pipes	42.0	159	58.0	220	100.0	379
Meter complaints	18.1	30	81.9	136	100.0	166
Release of new connections	16.2	11	83.8	57	100.0	68
Additional load	33.3	10	66.7	20	100.0	30
Old Age Samman	80.4	361	19.6	88	100.0	449
<b>Total</b>	<b>74.2</b>	<b>1499</b>	<b>25.8</b>	<b>521</b>	<b>100.0</b>	<b>2020</b>

Source: IDC Field Survey 2016-17.

Table No. 4.8 provides details about whether the service seekers received the services within the prescribed time limit or not. As many as 74.2% of the service seekers across the services confirmed that they received the services in time. All the service seekers for Birth & Death Name Entry, Certified Copies of New Birth Certificates and in the majority, Old Age Samman Allowance reported of receiving the services.

However, 25.8% of the service seekers denied receiving the services in time. Specifically, 58% were from Water leakage/ overflow of pipes, 81.9% were from the Meter complaints, 83.8% were from Release of new connections, 66.7% were for the Additional load, and 19.6% were from Old Age Samman Allowance.

### Communication regarding delay/denial of service

**Table No.4.9**  
**Communication regarding delay/denial of services**

Services	Reasons						Total	
	Pending		Rejected		No communication			
	%	N	%	N	%	N	%	N
Birth Name Entries	-	-	-	-	-	-	-	-
Certified copies of New Birth Certificate	-	-	-	-	-	-	-	-
Death Name Entries	-	-	-	-	-	-	-	-
Water leakage/ overflow of pipes	30.9	68	1.4	3	67.7	149	100.0	220
Meter complaints	4.4	6	-	-	95.6	130	100.0	136
Release of new connections	12.3	7	-	-	87.7	50	100.0	57
Additional load	20.0	6	-	-	70.0	14	100.0	20
Old Age Samman	50.0	44	10.2	9	39.8	35	100.0	88
<b>Total</b>	<b>25.1</b>	<b>131</b>	<b>2.3</b>	<b>12</b>	<b>72.5</b>	<b>378</b>	<b>100.0</b>	<b>521</b>

Source: IDC Field Survey 2016-17.

Table No. 4.9 shows that 72.5% of the services seekers across the selective services who did not receive the service within the prescribed time limit, had not received any information from the respective department. However, the rest of the respondents stated that they had information i.e. either pending 25.1% or rejected 2.3%. (Note: Those who had information gained it after visits to the department).

## Action taken by service seekers post delay/denial of services

**Table No.4.10**  
After delay/denial of services, action taken by the service seekers

Services	Action taken								Total	
	No action		Telephonic reminder		Complaint on CM Window		No response		%	N
	%	N	%	N	%	N	%	N		
Birth Name Entries	-	-	-	-	-	-	-	-	-	-
Certified copies of New Birth Certificate	-	-	-	-	-	-	-	-	-	-
Death Name Entries	-	-	-	-	-	-	-	-	-	-
Water leakage/overflow of pipes	42.7	94	4.1	9	4.1	9	49.1	108	100.0	220
Meter complaints	6.6	9	-	-	0.7	1	92.6	126	100.0	136
Release of new connections	12.3	7	-	-	1.7	1	86.0	49	100.0	57
Additional load	30.0	6	-	-	10.0	2	60.0	12	100.0	20
Old Age Samman	61.3	54	27.3	24	5.7	5	5.7	5	100.0	88
<b>Total</b>	<b>32.6</b>	<b>170</b>	<b>6.3</b>	<b>33</b>	<b>3.4</b>	<b>18</b>	<b>57.6</b>	<b>300</b>	<b>100.0</b>	<b>521</b>

Source: IDC Field Survey 2016-17.

Table No. 4.10 suggests that after the delay/denial of the services, the majority of the respondents i.e. 32.6% did not take any action due to lack of awareness. Only 6.3% reported that they reminded the official telephonically. Only 3.4% stated that they registered their complaints on CM Window.

However, the majority of the respondents 57.6% did not respond to the question as they were unaware of their rights provided under the ACT.

### Conclusions

The widespread lack of awareness among people i.e. only ten service seekers knowing about the RTS Act out of (2020) is an authoritative evidence of the uninspiring effectiveness of the RTS Commission. This level of massive ignorance of the people about the existence of RTS Commission, its objectives, its norms, and its procedures further provides lead to the causes of failure of grievance redressal mechanisms provided under the Act. In the absence of public awareness about the grievance redressal in most of the cases, the service seekers do not use the grievance redressal mechanism granted under the RTS, as is evident from the responses of the service seekers. Instead, they rush to the CM Window for lodging their complaints and grievances. That is so because they seem to have much better awareness about the CM Window, thanks to the massive campaigns in media about it.

## V OFFICIALS' PERSPECTIVE

This chapter discusses perception and suggestions of officials regarding the effective implementation of RTS Act. It is divided into two sections. Section I provides an insight of Appellate Authorities and the Designated Officers, who are the pivot of Grievance Redressal and are primarily responsible for ensuring time-bound delivery of the selected services as mandated under the RTS Act, 2014. Section II comprises the staff members' perspective, their level of awareness regarding procedures of receiving applications, verification of application and delivery of services.

### SECTION-I

#### **Second Appellate Authority**

In the selected high volume services: Birth and Death Certificate, and Old Age Samman Allowance, the Designated Second Appellate Authority is the Deputy Commissioner. Regarding the service of Water Leakages/Over Flow Pipes, the Superintending Engineer of Public Health and Engineering Department is the Designated Second Appellate Authority. In two of the other selective services: Meter Complaints and Release of New Connections/Additional Load/Demand, the Superintending Engineer and the Executive Engineer of the Power Department are the Second Appellate Authorities.

Deputy Commissioners of the four districts namely: Kaithal, Mewat, Hisar and Jind were interviewed. In the remaining four surveyed districts, the Deputy Commissioners were not available for interview at the time of field survey due to their official engagements and field visits.

Six Superintending Engineers of the Power Department in the districts of Kaithal, Mewat, Hisar, Jind, Jhajjar and Rohtak, and five Executive Engineers in the districts of Kaithal, Yamuna Nagar, Mewat, Hisar and Jind were interviewed.

Meanwhile, six Superintending Engineers of the Public Health and Engineering Department were interviewed in the districts of Kaithal, Mewat, Hisar, Jind, Jhajjar and Rohtak.

## **Perception regarding objectives of the RTS, Act 2014**

All the Deputy Commissioners were of the view that the public service delivery has shifted from the traditional approach of 'what Government can offer' to 'what citizens' expect from the Government'. This paradigm shift from earlier approaches wherein the citizens were considered beneficiaries of the Government rather than clients had paved the way for RTS Act, which aims to provide time-bound delivery of public services and seeks greater Government-Citizen accountability to eliminate corruption. However, they differ in their opinions regarding the time frames for the delivery of services such as Old Age Samman Allowance (Pension Scheme).

One of the Deputy Commissioners said, 'in the Department of Social Justice and Empowerment, there is no regular and trained staff i.e. computer operators/data entry operators, nor IT infrastructure such as broadband internet connections. Therefore under such circumstances, the given timelines can't be fulfilled, as the Act demands'.

One of the Superintending Engineers of the Power Department further emphasised, 'we are living in a world, where the processes of democratisation and good governance are gaining momentum. The implementation of the RTS Act 2014 to ensure the timely delivery of service to the people is one of the strongest expressions of the growing influence of the people. However, there are many obstacles such as non-availability of regular and trained staff at key positions (e.g. Junior Engineers, Lineman, Assistant Lineman, etc.), who play a key role in delivering services in time as desired under the Act. Still, the noble objectives of the Act need to be appreciated, and its norms must be honoured by the respective officials and the staff at the service delivery centres.

Likewise, the stated objectives of the RTS Act, 2014, were also appreciated by the Second Appellate Authority of the PHED Department. However, they too share their apprehensions of meeting the timelines given the non-availability of material required for the delivery of services and manpower (e.g. Junior Engineers, Pump Operators, Sewerage Cleaners, etc.).

### **Perception regarding hassle-free service delivery**

All the Second Appellate Authorities endorse the fact that the Act is meant to reduce corruption among the government officials and to increase transparency and public accountability that is essential for providing citizen-centric hassle-free services.

One of the Superintending Engineers of the Power Department said, 'in our department, the timelines given under the Citizen Charter are already being followed. The RTS Act also demands time-bound delivery of services and our staff already practices honouring the timelines.'

The Executive Engineer of Power Department said, 'people don't know what RTS is and what the provisions of grievance redressal are. They do not file appeals for grievance redressal as the Act requires. Being an Appellate Authority, I have not received any appeal in the past one year, but it doesn't mean that people don't face hardships in getting the services delivered in time. They file the complaints on the 'CM Window' or register at the 'Shikayat Nivaran Kendra'. For C.M. Window grievance redressal status (see details department wise in Annexure IV, V, VI and VII).

The Superintending Engineer of Public Health and Engineering Department stated, 'our department performs an essential function of disease prevention and preservation of health that largely depend upon the environment in which people are born, grow, eat, drink, work, etc.

It has been observed across all the surveyed sites most of the Second Appellate Authorities acceded to the fact that the time line for service delivery should be reduced. Furthermore, they sought change in the structure of institutional mechanism i.e. Grievance Redressal Authorities because of a large number of permanent staff positions lying vacant in all the respective departments.

One of the Deputy Commissioners said, 'providing citizens hassle free services in a time bound manner is certainly first and foremost goal of our administration. I firmly stick to the guidelines and the time limits provided under the RTS Act for delivery of services.'

### **Institutional mechanisms from request to final delivery of services**

All the Appellate Authorities confirmed that the institutional mechanisms from request to the final delivery of service are user-friendly. But, they can't be claimed foolproof as the issues such as the appointment of regularly trained staff at the centre, infrastructure up-gradation (e.g. computer literate workforce, computers with the internet, etc.), still need to be taken care of.

One of the Deputy Commissioners' said, 'the use of new Information Technologies at the service centres will not only help in delivering services in time but will also save the citizens' money as well.'

A Superintending Engineer of the Power Department said, 'we have an effective institutional mechanism from receiving the request for service/complaint to the delivery of it. However, the lack of manpower and awareness among people about their rights sabotage our efforts of delivering services to the people.'

### **Perception regarding causes behind delay of service delivery**

Regarding listing the immediate causes that result in a delay of services, all the Deputy Commissioners clearly expressed a lack of manpower as one of the major factors that have hampered the efforts of administration in delivering services to the citizens. They further reported a lack of trained staff especially contractual, up-gradation of infrastructure, lack of awareness about the RTS Act's objectives, timelines, etc.

In Power Department, the lack of trained manpower, such as, lineman and ALM, who play a key role in the delivery of services in exigencies and the non-availability of a material i.e. meter, wires, etc., was reported as the major cause of delays in timely delivery of services. Similar views were shared by the interviewed Appellate Authority of Public Health and Engineering Department.

### **Perception regarding Inefficiency of grievance redressal mechanism**

All the Appellate Authorities reported that since the RTS Act came into existence, not even a single appeal was filed and the main reason cited was lack of information about the Act and lack of awareness about the Grievance Redressal Mechanisms. Therefore, urgent changes in the existing institutional mechanism i.e. Grievance Redressal Authorities are being provided in the illustration (for Time Limit for delivery of services and Appellate Authorities for Grievance Redressal of High Volume Services).

One of the Appellate Authority said, 'even though the aggrieved parties have not filed appeals to the designated grievance redressal authorities under the Act, but inefficiencies such as maintaining records of complaints or appeals (as mandated by the Act), lack of qualified and trained staff persist in the Grievance Redressal Mechanisms.'

One of the Superintending Engineer of the Power Department admitted that the complaints filed through CM window or registered telephonically get delayed because of the lack of staff i.e. Junior Engineers, Lineman, etc., and the non-availability of required material such as meters, etc.

### **Suggestions**

#### **To improve efficiency of institutional mechanism**

All the Appellate Authorities were of the view that to ensure better citizen services; the Government should promote the use of Information-Cum-Communication Technologies (ICTs), and it should identify its weaknesses and challenges. Regular and qualified staff needs to be appointed for ensuring accountability and transparency as required under the RTS Act mandatory.

The Superintending Engineers of the Power and Public Health and Engineering Departments suggested that there should be a special recruitment drive to fill the existing vacancies with regular and trained staff. And the availability of material required for the up-gradation of existing power lines needs to be ascertained as the number of connections are rising with the growth of population.

## **To spread awareness among people about the RTS Act and the grievance redressal mechanisms**

All of the Appellate Authorities suggested that there is an urgent need of launching a mass media campaign through News Papers, TV, Radio, hoardings at public places about the rights of people for public services protected under the Act and the provisions of the Grievance Redressal Mechanisms.

One of the Deputy Commissioners said, 'in my opinion, all the proformas required for the applications of services should contain the norms of the Act regarding the selective services and their respective grievance redressal authorities and whom they should approach in the case of delay or denial of services.'

### **Regarding Sensitization of officials**

For assuring swift and hassle free delivery of services all the grievance redressal authorities interviewed emphasised on the issue of sensitization of officials at all positions in the service delivery centres. They said that the information about the RTS Act, its objectives, timelines and grievance redressal mechanisms is the key to achieving desired goals of the Act. For achieving this purpose training through workshops, seminars etc. needs to be imparted to the staff appointed at the delivery centres.

### **First Appellate Authority**

In the Health Department, Civil Surgeon is the First Appellate Authority. Three Civil Surgeons of the districts of Yamuna Nagar, Hisar and Jhajjar, were interviewed.

The Executive Engineer of the Power Department is the First Appellate Authority for services regarding meter complaints. A total of five Executive Engineers (XEN) were interviewed in the districts of Kaithal, Yamuna Nagar, Mewat, Hisar and Jind.

The First Appellate Authority in the Department of Social Justice and Empowerment is Additional Deputy Commissioner (ADC). Two ADCs in the districts of Yamuna Nagar and Jhajjar were interviewed.

In the Department of Public Health and Engineering, a total of nine Executive Engineers (XEN), who were designated First Appellate Authority were interviewed.

### **Perception regarding objectives of RTS, Act 2014**

All the First Appellate Authorities in the selective high volume services endorse the State Government move to enact the RTS Act and hailed its objectives of timely delivery of services. They further stressed on the need to generate the awareness about the Act among masses and overcoming the existing shortcomings i.e. in infrastructure and e-governance, recruiting adequate staff and computer literate workforce.

One of the interviewed Additional Deputy Commissioners said, 'I believe, the effective delivery of services to its citizens is a yardstick of good governance and is a worthy initiative to empower people, who have become more assertive and conscious about their rights in general and demand accountability from the service providers though not under the RTS Act 2014.'

One of the interviewed Executive Engineers in the Department of Power said, 'the timelines are given under the Act, indeed, seek to ensure citizens delivery of services on time and hassle-free manner, but to honour the timelines we need to have trained and regular staff, availability of material, up-gradation of the existing infrastructure, etc.'

### **Institutional mechanisms for applying for service to final delivery of services**

All the Designated First Appellate Authorities suggested that Information and Communication Technology is a vital cog in the timely delivery of services. The up-gradation of IT infrastructure in the Government institutions is required to streamline the procedures for delivery of services across the departments. They further emphasised that the lack of awareness among people about the Act and the absence of standardised digital workflow is a major stumbling block to achieving the desired results required under the RTS.

### **Major causes of delay of services**

All the First Appellate Authorities reported that the major causes of delay in providing services are due to the lack of trained and regular staff at service delivery centres.

In the Power Department, the Executive Engineer said, 'services are though provided in time as the Citizen Charter demand; however there are still some major issues, such as, lack of

trained manpower, non-availability of material, up-gradation of infrastructure and power lines, etc., that need to be addressed for effective delivery of services.'

### **Perception regarding Grievance redressal mechanism**

The First Appellate Authorities accepted the fact that a large number of the intended beneficiaries are not aware of the existence of the RTS provisions at all. And if they are unaware, how can then they ever demand its implementation?

Additional Deputy Commissioner, First Appellate Authority in the Department of Social Justice and Empowerment said, 'the lack of awareness among masses about the RTS Act, 2014, leads to chaos; people instead of using their rights for grievance protected under the Act choose the CM window for grievance redressal - that overburdens both the staff at the Deputy Commissioner office as well as the respective department.'

### **Suggestions**

#### **To improve efficiency of institutional mechanism**

For further improvement in the efficiency of institutional mechanism all the respective First Appellate Authorities in the surveyed districts unanimously stated that: a) the enhancement of efficiency of existing institutional mechanism is required, b) the appointment of regular and trained staff needs urgent consideration, c) the availability of material required for the delivery of services in a time-bound manner needs to be ascertained, and d) maximum use of advances in Information Technology.

#### **To improve efficiency of grievance redressal mechanisms**

All of Appellate Authorities held the view that first of all there should be a spreading of awareness among masses about the grievance redressal mechanisms provided under the Act and provide consultation and training to the personnel appointed at the service delivery centres.

One of the Appellate Authority in Public Health and Engineering Department said, 'the grievance redressal mechanisms are though well designed, yet in the absence of their proper advertisement and media campaigns they are still unknown to the people. Until the

people are informed about their rights provided under the RTS Act and provisions made for grievance redressal through mass media campaigns, the desired results can't be achieved.'

### **Sensitization of officials**

Almost all the First Appellate Authorities in the surveyed districts acceded to the fact that the staff at service delivery centres play a vital role in providing services in a time-bound and hassle-free manner, but they are not trained, and still many posts are being filled with the staff on deputation. What is even more distressing is that most of them are not even aware of the existence of RTS rules in their department. Therefore, there is an urgent need to impart training through the workshop, seminars, etc.

### **Designated Officers**

In the selected high volume services the total number of Designated Officers interviewed was 45;

- a) Ten in the Health Department 'Registrar Birth & Death,
- b) Eight in Public Health and Engineering Department,
- c) Twentyone in Power Department- for service related to meter complaints ten Junior Engineers. For the service of release of new connection upto 11KV, Sub Divisional Officer six. And five Executive Engineers, who were Designated Officers for the release of 33 KV connection and above);
- d) In the Department of Social Justice and Empowerment six District Social Welfare Officers in the surveyed districts were interviewed.

### **Perception regarding objectives of RTS, Act 2014**

All the Designated Officers interviewed in the surveyed districts appreciated the objectives of the RTS Act, 2014. However, they candidly shared their apprehensions regarding the time frames fixed for the delivery of services under the Act. In the Power Department all the Designated Officers reported that given a large number of vacant positions of Junior Engineers, Lineman, Assistant Lineman and computer literate clerical staff undermine their efforts to provide services in time. Designated officers in other department i.e. Social Justice and Empowerment too expressed that the time period to deliver service should be

reasonable keeping in view the limitations in IT infrastructure, the practice of fraudulent documentation such as fake self-attestation and self-declaration of Income, etc.

### **Institutional mechanisms from request to final delivery of services**

All the Designated Officer confirmed that the existing institutional mechanisms are neither having the adequate staff to deliver the services in time nor have computer literate workforce that is required for taking advantage of Information Technology.

### **Major causes of delay of services**

All the Designated Officers held the view that though every citizen is entitled to hassle-free public services and the RTS Act seek commitment to standard, quality and time frame for the delivery of services, however, these anticipated outcomes can't be attained until the people are aware 'where to go' and 'how to proceed'. The service delivery centres largely lack trained staff, infrastructure like computers, internet facilities, availability of the material required for the delivery of services such as meters, safety equipment for lineman and assistant lineman, up-gradation of the power lines for new connections, etc.

### **Suggestions**

Designated Officers across the selective departments suggested that the grievance redressal mechanisms provided under the Act are inaccessible to people because of lack of information. Hence, to overcome this hurdle, there is an urgent need to have the adequate publicity of the provisions of the Act.

Also, other deficiencies, such as lack of training to the operative and supervisory staff, lack of infrastructure, hierarchy gap between officers and the operative staff further needs to be addressed. However, for changing the mindset of the officers as well as the staff, regular arrangements of training workshops, seminars, etc. are required.

## **SECTION-II**

This section analyses the data pertaining to staff members' perspective and their level of awareness regarding different stages such as receiving an application, verification, delivery of services, etc. In all the eight surveyed districts a total of 126 staff members were

interviewed across the selected departments. Maximum 47 were from the Department of Health. The minimum number of staff members from the Department of Power six was interviewed.

## Staff Perspective

### Gender - wise composition of staff

**Table No.5.1**  
**Gender-wise composition of Staff**

Sr. No.	Departments	Sex					
		Male		Female		Total	
		%	N	%	N	%	N
1.	Health	14.3	18	23.0	29	37.3	47
2.	Urban Local Bodies	19.8	25	6.3	8	26.2	33
3.	Power	4.8	6	-	-	4.8	6
4.	Public Health & Engineering	11.9	15	-	-	11.9	15
5.	Social Justice & Empowerment	17.5	22	2.4	3	19.8	25
	<b>Total</b>	<b>68.2</b>	<b>86</b>	<b>31.8</b>	<b>40</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.1, shows that in majority 68.2% of the interviewed were male staff, while, 31.8% were female staff. Maximum male officials i.e. 19.8% were in the Department of Urban Local Bodies followed by the Department of Social Justice and Empowerment i.e. 17.5%. Minimum male officials were in the Power Department i.e. 4.8%.

Across the departments, the highest percentage of female staff was 23.0% in Health Department, followed by the Department of Urban Local Bodies 6.3%. Minimum percentage of female 2.4% was in the Department of Social Justice & Empowerment. However, Department of Power and Public Health and Engineering had no share of female staff interviewed.

### Sources of Availability of Proformas

As per the RTS norms, there should be prescribed and user friendly proformas which are user friendly for the selected high volume services. Applicants can avail proforma either of the sources from the respective departments' offices or the official website of the department. In some of the cases like Meter Complaints and Water Leakages/Overflow of

Pipes, there was no proforma. However, in the Department of Health and Social Justice and Empowerment for Registration of Birth and Death Name Entries and Old Age Allowance officials reported that they accept written applications as well and more over the proforma's which were available for the high volume service's were not user friendly. To have the user friendly proforma's for the high volume service see (Annexure-IX, X, XI, XII and XIII).

**Table No. 5.2**  
**Department-wise sources of availability of Proforma**

Departments	Places															
	Health Institutions		M.C. Office		Office Window		BDPO Office		Online		Written Applications		No Proforma for Complaint		CSC	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Health	97.8	46	-	-	-	-	-	-	-	-	2.1	1	-	-	-	-
Urban Local Bodies	18.2	6	66.6	22	-	-	-	-	27.3	9	6.0	2	-	-	3.0	1
Power	-	-	-	-	33.3	2	-	-	-	-	16.7	1	50.0	3	-	-
Public Health & Engineering	-	-	-	-	33.3	5	-	-	13.3	2	20.0	3	33.3	5	-	-
Social Justice & Empowerment	-	-	-	-	20.0	5	76.0	19	52.0	13	-	-	-	-	24.0	6

Source: IDC Field Survey 2016-17.

Due to multiple responses percentages will not add to hundred.

Table No. 5.2 shows that across the selected departments all the staff interviewed, confirmed the availability of proformas for availing service in the respective offices. The online availability of proformas was reported highest 52.0% for Old Age Samman Allowance in the Department of Social Justice and Empowerment followed by nine staff member of the ULBs, and two staff members of the Public Health and Engineering Department.

The Department of Health and ULBs provide the Registration of Birth and Death Name Entries, so the majority of the staff members stated that proformas were available in their respective institutions i.e. hospitals/CHC/PHC and MC office.

However, as far as the proformas regarding complaints i.e. Meter Complaints and Water Leakage/Overflow of Pipes is concerned, there was no proforma. Hence, the applicants can give written applications to avail the services.

Maximum 76.0% of the staff members of the Department of Social Justice and Empowerment reported that applicants could avail proforma from the BDPO office. Minimum 20.0% staff members stated that applicants could avail proforma from the office window.

However, except the Department of Social Justice and Empowerment, the staff of all other departments confirmed receiving written applications too.

### Mode of Receiving of Application

**Table No. 5.3**  
**Department-wise mode of receiving applications/complaints**

Department	Mode											
	Online		Hand-to-hand		Both		Verbal complaint		Complaint written on Register		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Health	-	-	100.0	47	-	-	-	-	-	-	100.0	47
Urban Local Bodies	15.1	5	45.5	15	39.4	13	-	-	-	-	100.0	33
Power	-	-	50.0	3	33.3	2	-	-	16.7	1	100.0	6
Public Health and Engineering	13.3	2	33.3	5	20.0	3	13.3	2	20.0	3	100.0	15
Social Justice & Empowerment	12.0	3	24.0	6	64.0	16	-	-	-	-	100.0	25
<b>Total</b>	<b>7.9</b>	<b>10</b>	<b>60.3</b>	<b>76</b>	<b>27.0</b>	<b>34</b>	<b>1.6</b>	<b>2</b>	<b>3.1</b>	<b>4</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.3 suggests the modes of receiving applications across the selected departments. The staff members of the Health Department confirmed receiving applications only through hand-to-hand.

Receiving applications through both online and hand-to-hand was highest 64.0% in the Department of Social Justice and Empowerment.

In the Department of Power, three staff members confirmed receiving applications hand-to-hand for the services of New Connection and Additional Load. However, two of the staff members also reported receiving applications both online and hand-to-hand, while there was no proforma for complaints, so the applicant had to write their complaints in the office register.

In the Department of Public Health and Engineering, five staff members reported that for New Water/Sewerage Connections the applicants had to submit the applications hand-to-hand. While three of the staff members stated that the applicants could adopt both modes. Two of the staff members also reported that applicants could also verbally complain.

#### Awareness regarding documents to be attached with Application

**Table No. 5.4(a)**  
**Department-wise documents required to be attached along with applications**

Departments	Yes		No		Total	
	%	N	%	N	%	N
Health	80.9	38	19.1	9	100.0	47
Urban Local Bodies	90.9	30	9.1	3	100.0	33
Power	33.3	2	66.7	4	100.0	6
Public Health and Engineering	46.7	7	53.3	8	100.0	15
Social Justice & Empowerment	100.0	25	-	-	100.0	25
<b>Total</b>	<b>81.0</b>	<b>102</b>	<b>19.0</b>	<b>24</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No.5.4 (a), suggests that all the staff members of the Department of Social Justice and Empowerment confirmed receiving an application with the required documents to be attached. Staff members were of similar view from the Department of ULBs 90.9%, Department of Health 80.9%, Public Health and Engineering 46.7% and the Power Department 33.3%.

However, of the total staff members across the selective departments, 19.0% said that there was no need to attach the documents *clearly indicates the lack of awareness among them.*

*However, for Water Leakage/Overflow of Pipes staff members of the Department of Public Health and Engineering stated that there is no need to attach documents for complaints, but in the Department of Power for Meter Complaints, the applicant had to attach the document i.e. receipt of the bill, residence proof, etc.*

## Type of documents

**Table No. 5.4(b)**  
**Type of documents to be attached along with the applications**

Departments	Type of documents											
	Copy of Aadhar Card		Residence Proof		Voter/ID Card		Revenue/ Land Record Copy		Copy of Income Certificate		Copy of Map of House	
	%	N	%	N	%	N	%	N	%	N	%	N
Health	92.1	35	13.1	5	-	-	-	-	-	-	-	-
Urban Local Bodies	80.0	24	16.6	5	20.0	6	-	-	-	-	-	-
Power	-	-	100.0	2	-	-	-	-	-	-	-	-
Public Health & Engineering	-	-	14.3	1	-	-	42.8	3	-	-	42.8	3
Social Justice & Empowerment	100.0	25	100.0	25	100.0	25			100.0	25	-	-

\*Due to multiple responses sum of the percentage will not be equal to hundred.

Source: IDC Field Survey 2016-17.

Table No.5.4 (b) shows the awareness of the staff members regarding the type of documents to be attached along with the application. Out of the total staff members who confirmed that documents are required to be attached along with the application, highest 92.1% was from the Department of Health. They reported that a copy of Aadhar Card was required while 13.1% stated that a copy of residence proof was required.

In the Department of ULBs, 80.0% staff members stated that Copy of Aadhar Card is required as a document, while 20.0% confirmed of Voter/ID Card.

In the Department of Power, residence proof was required with the application for services.

In the Department of Public Health and Engineering 42.8% staff members confirmed a copy of revenue/land record or a map of the house as documents required to avail the services for Water/Sewerage Connection.

All the staff members in the Department of Social Justice and Empowerment confirmed documents like Adhaar Card, Copy of Residence Proof and Voter/ID Card.

## Verification process

**Table No. 5.5**  
**Department-wise process of verification**

Departments	Process of Verification							
	Online comparing with Election Commission Website/ Records		Personal visit by officials		Comparing with original documents		PRIs	
	%	N	%	N	%	N	%	N
Health	6.0	2	-	-	27.3	9	66.6	22
Urban Local Bodies	32.1	9	-	-	35.7	10	35.7	10
Power	-	-	100.0	2	-	-	-	-
Public Health & Engineering	-	-	100.0	7	-	-	-	-
Social Justice & Empowerment	56.0	14	8.0	2	48.0	12	16.0	4
<b>Total</b>	<b>26.3</b>	<b>25</b>	<b>13.7</b>	<b>13</b>	<b>32.6</b>	<b>31</b>	<b>37.9</b>	<b>36</b>

\*Due to multiple responses sum of the percentage will not be equal to hundred.

\*The percentages in TableNo.5.5 have been calculated from the Responses given in Table No. 5.4a.

The analysis of Table No.5.5 above provides insight into the processes of verification department-wise. In the Department of Health, the majority of the staff members 66.6% reported that the verification is done by the PRI representatives (MC members in urban areas). As many as 35.7% ULB staff members opined the same. Of the respective interviewed staff members, nine stated that the verification is done by comparing the attached documents with the original copies, while two reported matching the details of documents online.

In the Department of Power and Public Health and Engineering, the staff members stated that respective officials verify the authenticity of applicants by visiting the sites.

56.0% staff members of the Department of Social Justice and Empowerment stated that the verification of documents is done by ascertaining age proof by matching certificates with the website of Election Commission. Further, as much as, 48% of the same department reported that they compare copies of documents attached in an application with original documents.

## Time taken to instruct the staff

**Table No. 5.6**  
**Department-wise time taken to instruct the respective staff after receiving the application**

Departments	Responses							
	Immediately		Within the respective time frame		Depends on time and availability of staff		Total	
	%	N	%	N	%	N	%	N
Health	48.9	23	38.3	18	12.8	6	100.0	47
Urban Local Bodies	30.3	10	51.1	17	18.2	6	100.0	33
Power	66.7	4	33.3	2	-	-	100.0	6
Public Health & Engineering	33.3	5	60.0	9	6.7	1	100.0	15
Social Justice & Empowerment	28.0	7	64.0	16	8.0	2	100.0	25
<b>Total</b>	<b>38.9</b>	<b>49</b>	<b>49.2</b>	<b>62</b>	<b>11.9</b>	<b>15</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No.5.6 suggests that post receiving the application, the time period to instruct the respective officials differ across selective departments.

In the Department of Health, as much as 48.9% of the staff members stated as soon as the application for service is received, the respective staffs are given instructions to deliver the service required. However, 12.8% of staff members stated that the delivery services depend on the availability of staff and time.

51.1% of the staff from the Department of Urban Local Bodies confirmed delivering instructions for the delivery of services within the time frame. Minimum six of the staff members reported that irrespective of the timelines the time taken to give instructions for the delivery of services depends on the availability of staff and time, and in majority staff members are overburdened due to a shortage of staff in the department.

In the Department of Power, four staff members confirmed issuing instructions immediately for the delivery of services, while two termed it to be done within the respective time frame.

Nine Staff members of Department of Public Health and Engineering reported that instructions are given within respective time frame, whereas, one suggested that issuing of instruction for the services depends on the availability of staff, irrespective of the timelines.

In the Department of Social Justice and Empowerment, as much as, 64.0% of the staff members suggested that instructions for respective services are given within the respective time frame. Only two of the interviewed staff members stated that issuing of instructions for the delivery of services depends on the availability of the staff.

Across the selected departments 11.9% staff members reported that issuing an instruction to staff depends on time and availability of staff which clearly indicates that the shortage of staff is one of the main reason.

### Reasons for Delay in Service Delivery

**Table No.5.7**  
**Department-wise reasons for delay in Service Delivery**

Departments	Reasons											
	Shortage of manpower/ material		Discrepancies in documentation		Excessive workload		Lack of Inter/Intra-departmental coordination		No delay		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Health	10.6	5	-	-	12.8	6	-	-	76.6	36	100.0	47
Urban Local Bodies	9.0	3	-	-	21.2	7	18.2	6	51.5	17	100.0	33
Power	66.6	4	-	-	33.3	2	-	-	-	-	100.0	6
Public Health & Engineering	60.0	9	-	-	20.0	3	-	-	20.0	3	100.0	15
Social Justice & Empowerment	4.0	1	84.0	21	-	-	-	-	12.0	3	100.0	25
<b>Total</b>	<b>17.5</b>	<b>22</b>	<b>16.7</b>	<b>21</b>	<b>14.3</b>	<b>18</b>	<b>4.7</b>	<b>6</b>	<b>46.8</b>	<b>59</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.7 reveals the reasons for the delay in services in the selective departments. In the Department of Health, the maximum percentage of staff members was 76.6%, who suggested that the services are provided in time. Only six of the staff members reported a delay in providing services due to overburden on the staff members while five reported shortage of staff as the main reasons for the delay in delivery of services. According to the staff, since there is a shortage of staff, the CM window was causing additional burden on them. See Annexure I, II, III, IV for further department wise clarification on CM window.

Maximum percentage of 51.5% staff members in the Department of Urban Local Bodies suggested that there is no delay in delivery of services. However, seven staff members reported overburden on the staff, lack of inter-departmental coordination six and shortage of manpower three was the main reason for the delay in delivery of services.

In the Department of Power, four staff members reported that shortage of manpower/material and two stated excessive workload causes a delay in the delivery of services.

Meanwhile, maximum staff, nine-members of Department of Public Health and Engineering stated that the major causes of delay in delivery of services: a shortage of manpower/material, three stated excessive workload and three stated there was no delay.

In the Department of Social Justice and Empowerment, the majority 84.0% stated that discrepancy in documentation and one reported shortage of manpower causes a delay in the delivery of services.

Across the selected departments, majority 46.8% stated that there is no delay in providing the services clearly indicates that services are being provided in a time-bound manner. However, 17.5% those who reported a delay in service delivery cited a shortage of manpower/material as the main reason for the delay in services. While 14.3% stated excessive workload as the main reason for the delay in services.

#### Mode of Communication:

##### a) For acceptance of application

**Table No.5.8(a)**  
**Department-wise mode of communication for acceptance of applications for services**

Sr. No.	Departments	Mode of Communication									
		Written		Verbal/personal visit		Telephone		Online		Total	
		%	N	%	N	%	N	%	N	%	N
1.	Health	34.0	16	42.5	20	-	-	23.4	11	100.0	47
2.	Urban Local Bodies	30.3	10	24.2	8	9.1	3	36.4	12	100.0	33
3.	Power	16.7	1	33.3	3	16.7	1	16.7	1	100.0	6
4.	Public Health & Engineering	20.0	3	33.3	5	26.7	4	20.0	3	100.0	15
5.	Social Justice & Empowerment	12.0	3	64.0	16	12.0	3	12.0	3	100.0	25
	<b>Total</b>	<b>26.2</b>	<b>33</b>	<b>41.3</b>	<b>52</b>	<b>8.7</b>	<b>11</b>	<b>23.8</b>	<b>30</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

The table no.5.8 (a) provides analysis across the selected departments, the mode of communication in case of acceptance of application of the required services. The staff members of the Department of Health 34.0% and Urban Local Bodies 30.3% reported that they inform the applicants in writing. The staff members across the departments 23.8%

suggested that the applicants receive messages online (only for the online applicants). Telephonic mode of communication was reported by 8.7% of the interviewed staff.

Maximum percentage of staff members 41.3% across the departments reported that the mode of communication in practice was a verbal/personal visit to the office (especially at the time of the submission of the application).

## b) For Delay/Denial of Services

**Table No. 5.8(b)**  
**Department-wise mode of communication for delay/denial of services**

Departments	Mode of Communication									
	Written		Verbal/personal visit		Telephone		No communication		Total	
	%	N	%	N	%	N	%	N	%	N
Health	48.9	23	40.4	19	2.1	1	8.5	4	100.0	47
Urban Local Bodies	39.3	13	48.4	16	9.0	3	3.0	1	100.0	33
Power	-	-	50.0	3	-	-	50.0	3	100.0	6
Public Health & Engineering	-	-	60.0	9	13.3	2	26.7	4	100.0	15
Social Justice & Empowerment	-	-	92.0	23	8.0	2	-	-	100.0	25
<b>Total</b>	<b>28.6</b>	<b>36</b>	<b>55.5</b>	<b>70</b>	<b>6.3</b>	<b>8</b>	<b>9.5</b>	<b>12</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

As per the RTS norms, applicants should be provided with the reasons in writing for the delay or denial of services. As per table no. 5.8 (b) it was only in the Department of Health and ULBs that provides reasons in writing to the applicant through 'Non-Availability Certificate to the Applicant.' However, 40.4% staff members of the Health Department and 48.4% staff members of the ULBs also reported that the mode of communication for delay/denial of services was verbal/personal visits by the applicants.

Maximum 92.0% of the respondents in the Department of Social Justice and Empowerment stated that the mode of communication adopted was Verbal/Personal visits by the applicants. Three and nine staff members of the Department of Power and Public Health Engineering respectively reported following the same mode of communication.

Across the selected departments 9.5% staff members reported that there was no communication for delay or denial of services.

*It clearly indicates that following verbal/ personal visits of the applicants for communication purposes except for the required methods of communication to be followed for the purpose under the RTS is either due to lack of awareness among the staff members or sheer negligence of concerned staff.*

### **Staff members directed by the Appellate Authorities**

**Table No. 5.9**  
**Department-wise staff ever directed by First Appellate Authority to provide services**

Departments	Response					
	Yes		No		Total	
	%	N	%	N	%	N
Health	-	-	100.0	47	100.0	47
Urban Local Bodies	6.1	2	93.9	31	100.0	33
Power	-	-	100.0	6	100.0	6
Public Health & Engineering	20.0	3	80.0	12	100.0	15
Social Justice & Empowerment	4.0	1	96.0	24	100.0	25
<b>Total</b>	<b>4.8</b>	<b>6</b>	<b>95.2</b>	<b>120</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.9 reveals that the staff members across the selected departments 95.2% denied receiving direction/instruction by the Appellate Authorities so far largely due to the lack of awareness among service seekers who didn't file an appeal.

*The staff members 4.8% suggested that they were directed by the Designated Officers for the delay in services rather than the Appellate Authorities as the RTS Act provide.*

### **Action was taken and decision ever overturned by the Second Appellate Authorities**

None of the staff members in all the selected departments for the services reported that their decision was ever overturned by Appellate Authority.

## Awareness

### A) Visits of the Appellate Authorities

**Table No. 5.10**  
**Department-wise awareness of Staff about the visits of Appellate Authorities to the delivery centres**

Sr. No.	Departments	Visit of Appellate Authorities							
		Rarely		Regular		Never		Total	
		%	N	%	N	%	N	%	N
1.	Health	42.5	20	12.8	6	44.7	21	100.0	47
2.	Urban Local Bodies	27.3	9	33.3	11	39.4	13	100.0	33
3.	Power	83.3	5	16.7	1	-	-	100.0	6
4.	Public Health & Engineering	73.3	11	6.7	1	20.0	3	100.0	15
5.	Social Justice & Empowerment	56.0	14	20.0	5	24.0	6	100.0	25
	<b>Total</b>	<b>46.8</b>	<b>59</b>	<b>19.0</b>	<b>24</b>	<b>34.1</b>	<b>43</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.10 suggests the awareness of the staff members about the visits of Appellate Authorities. On being asked whether the Appellate Authorities visits the Delivery Centres, across the selected departments 46.8% interviewed staff members reported that Appellate Authorities rarely visit the delivery centres. While 34.1% of the staff members suggested that the Appellate Authorities did not visit the centres.

Department-wise percentage of respondents saying that the Appellate Authorities never visited the centre was highest in the Health Department 44.7% followed by the Urban Local Bodies 39.4%.

*Regular visits of the Appellate Authorities may improve the delivery of services in a time-bound and hassle-free manner.*

## B) Awareness about service seekers approach to First Appellate Authority

**Table No.5.11**  
**Department-wise staff awareness about service seeker approach to**  
**First Appellate Authority for Grievance Redressal**

Departments	Responses							
	Yes		No		No response/ Cannot say		Total	
	%	N	%	N	%	N	%	N
Health	17.0	8	63.8	30	19.1	9	100.0	47
Urban Local Bodies	48.5	16	33.3	11	18.2	6	100.0	33
Power	16.7	1	66.7	4	16.7	1	100.0	6
Public Health & Engineering	60.0	9	20.0	3	20.0	3	100.0	15
Social Justice & Empowerment	24.0	6	68.0	17	8.0	2	100.0	25
<b>Total</b>	<b>31.7</b>	<b>40</b>	<b>51.6</b>	<b>65</b>	<b>16.7</b>	<b>21</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.11 suggests that on being asked whether they know if on delay/denial of service, do service seekers visit the Appellate Authority, the majority of staff members 51.6% across the selected departments said no.

Department-wise maximum 68.0% staff members of Social Justice and Empowerment Department, 63.8% staff members of Health Department viewed the same.

*It should be noted that the service seekers' awareness regarding Appellate Authorities had been reported by the majority of staff members across the selected departments very low. As a result, there had been no Appeal filed in the past two years.*

### C) Awareness about the RTS Act

**Table No.5.12**  
Department-wise awareness of the staff about RTS

Sr. No.	Departments	Responses					
		Yes		No		Total	
		%	N	%	N	%	N
1.	Health	34.0	16	66.0	31	100.0	47
2.	Urban Local Bodies	42.4	14	57.6	19	100.0	33
3.	Power	-	-	100.0	6	100.0	6
4.	Public Health & Engineering	20.0	3	80.0	12	100.0	15
5.	Social Justice & Empowerment	56.0	14	44.0	11	100.0	25
	<b>Total</b>	<b>37.3</b>	<b>47</b>	<b>62.7</b>	<b>79</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.12 provides the level of awareness about the Act and the Grievance Redressal Authorities. Across the selected departments maximum staff members 62.7% denied awareness about the RTS Act. The maximum number (31), i.e. 66.0% were from the Department of Health; while the lowest number (11) i.e. 44.0% were in the Department of Social Justice and Empowerment.

*From the analysis, it can be stated that the majority of the staff members lack awareness which affects time-bound delivery of services*

### D) Regarding infrastructure facilities at the Delivery Centres

**Table No.5.13**  
Department-wise responses on whether delivery centres are fully equipped to provide effective services to the service seeker

Departments	Response					
	Not Equipped		Equipped		Total	
	%	N	%	N	%	N
Health	72.3	34	27.7	13	100.0	47
Urban Local Bodies	93.9	31	6.1	2	100.0	33
Power	100.0	6	-	-	100.0	6
Public Health & Engineering	73.3	11	26.7	4	100.0	15
Social Justice & Empowerment	68.0	17	32.0	8	100.0	25
<b>Total</b>	<b>78.6</b>	<b>99</b>	<b>21.4</b>	<b>27</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.13 suggest that the majority of the staff members 78.6% across the selected departments were of the view that the delivery centres are not equipped to deliver the services as desired under the Act.

The lack of literate computer workforce and the non-availability of trained and regular staff undermine both the reach and effectiveness of the delivery of services. *It must be noted that most of the delivery centres were being run by the staff either on deputation or hired on contract basis in the surveyed districts, which lack both the accountability and responsibility.*

## Suggestions

### a) To improve functioning of delivery centres

**Table No.5.14**  
Department-wise suggestions to improve functioning of delivery centres

Departments	Suggestions							
	Improve infrastructural facilities		Spread awareness		Improve manpower		No response/ cannot say	
	%	N	%	N	%	N	%	N
Health	26.5	9	5.9	2	32.3	11	35.3	12
Urban Local Bodies	9.7	3	6.4	2	32.2	11	48.4	15
Power	16.7	1	16.7	1	33.3	2	33.3	2
Public Health & Engineering	36.4	4	9.1	1	36.4	4	18.1	2
Social Justice & Empowerment	17.6	3	52.9	9	-	-	29.4	5
<b>Total</b>	<b>20.2</b>	<b>20</b>	<b>15.1</b>	<b>15</b>	<b>28.3</b>	<b>28</b>	<b>36.4</b>	<b>36</b>

Source: IDC Field Survey 2016-17.

Table No. 5.14 comprises analysis of suggestions sought from the staff members who reported that the delivery centres are not equipped. Maximum 52.9% in the Department of Social Justice and Empowerment suggested generating awareness among the staff members, who play a vital role in the delivery of services.

In the Department of Public Health and Engineering maximum, 36.4% of the interviewed staff suggested improving the infrastructure facilities and also improving the existing manpower.

However, across the selective departments except for the Department of Social Justice and Empowerment, the respondents 28.3% suggested improving the man power at the delivery centres. The following 20.2% suggested for the improvement of the infrastructure i.e. computer, internet facilities, etc. For providing training to the staff members and spreading awareness 15.1% across the departments recommended.

## b) Regarding training on RTS

**Table No.5.15**  
Department-wise suggestions regarding need to provide training on RTS

Departments	Responses					
	Yes		No		Total	
	%	N	%	N	%	N
Health	93.6	44	6.4	3	100.0	47
Urban Local Bodies	90.9	30	9.1	3	100.0	33
Power	100.0	6	-	-	100.0	6
Public Health & Engineering	93.3	14	6.7	1	100.0	15
Social Justice & Empowerment	88.0	22	12.0	3	100.0	25
<b>Total</b>	<b>92.0</b>	<b>116</b>	<b>8.0</b>	<b>10</b>	<b>100.0</b>	<b>126</b>

Source: IDC Field Survey 2016-17.

Table No. 5.15 suggests that an overwhelming share (92.0%) of the staff needed the training to provide services as the RTS Act requires. Department-wise responses of the staff members provided in the table above further show the urgent need for training.

## Conclusions

The Appellate Authorities, as well as other officials, feel that the efficiency of grievance redressal mechanism is adversely affected by factors like lack of awareness among people and staff, shortage of manpower, training, computer infrastructure, etc., has impaired both the reach and effectiveness of the existing intuitional mechanisms. In addition, failure in disseminating information about Appellate Authorities has to lead to no filing of appeals that defeated the very purpose of Act. Rare visits of the Appellate Authorities to the delivery centres and no communication for delay/denial of services has resulted in trust deficit between the authorities and the service seekers.

## VI RECOMMENDATIONS

The following recommendations have been made as:-

### A. Awareness

1. There is a need to educate masses to use RTS. People instead of using RTS Channel for their grievance redressal mechanisms opt to use CM Window, even for lodging complaints. Masses are not aware about to whom they submit their complaint or the appellate authorities for their grievance redressal. So, there is urgent need to educate them to use RTS Channels first rather than using CM Window through Panchayat forums, village councils, and urban local bodies. It will also help to reduce the misuse of CM Window as well as reduce the overburdened of the staff members.
2. Sensitize Elected Representatives about RTS. PRIs are serving as the guidepost of their respective areas. To create the awareness among masses, it becomes imperative to educate the elected representatives i.e. members of PRIs and ULBs by way of seminar, orientation programme, workshops etc. so that they can guide the masses in appropriate way and asked them to use RTS channel at the time of need if any.
3. Adequate publicity of RTS Act through Media Campaign is required urgently. Massive media campaign through advertisements in newspapers, televisions, hoardings, billboards, internet, etc is urgently required. The billboard, hoardings must be placed at the place proper visible and should be easily readable. Media campaign will work as the catalyst to motivate the masses for the use of RTS Act.
4. There is a need to educate Officials and Staff members of all the departments through orientation programmes, seminars or workshops etc. Officials and staff members can also be guided by providing brochures which contains guidelines of the RTS Act, listing mandatory time-lines and specifying roles and responsibilities of the designated officials and appellate authorities.

5. All the Officials and Staff members should be educated and trained to follow the RTS Act along with the departmental charter of services. There is a need differentiate between departmental charter of services and RTS Act.

## **B. Grievance Redressal Mechanism**

- (a) There is a need to institutionalize the complaint registration process i.e. either by on-line method or through standardized proforma. For each complaint and every service, acknowledgement or receipt should be provided to each of the complainant in writing by citing the status of complaint i.e. accepted or rejected. This will help to reduce the burden of appellate authorities and also the repeated visits of the service seeker.

In case of no response or inadequate response, a grievance redressal portal to be provided for

- (b) First Appellate Authorities to be trained to redress the complaints by getting the service delivered within the stipulated time. I.T. applications should be able to identify non- delivery of service within stipulated time for the First Appellate Authority. It will save the service seekers time and the effort in lodging complaint.
- (c) Non-delivery of service by the designated officer and First Appellate Authorities should automatically invite the attention of the Second Appellate to start the proceedings against the First Appellate and the designated officers.
- (d) Appellate authorities should not be from the service delivery department but should be from the district administration (as given in the illustration below) to ensure the transparency and accountability. It would be desirable if the First Appellate Authority is senior functionary from the district administration and Second Appellate Authority may be Deputy- Commissioner for better co-ordination.

## Illustration

**Time Limit for delivery of services and Appellate Authorities for Grievance Redressal of High Volume Services**

Service Number	Service	Actual Time Limit	Proposed Time Limit	Actual Designated Officer	Proposed Designated Officer	Actual First Grievance Redressal Authority	Proposed First Grievance Redressal Authority	Actual Second Grievance Redressal Authority	Proposed Second Grievance Redressal Authority
25	Birth and Death Certificate (Name entry and certified copies of new birth certificate)	30 days	3 days	Concerned local/ Additional District Registrar-cum-Deputy Civil Surgeon	Concerned local/ Additional District Registrar-cum-Deputy Civil Surgeon	District Registrar (Birth and Deaths)-cum-Civil Surgeon of the concerned district	Sub Divisional Magistrate (SDM) of concerned sub division	Deputy Commissioner of the concerned district	Deputy Commissioner of the concerned district
49	i. Water leakage/ over flow pipes.	3 days	24 hours/ one day	Concerned SDE of PHED	Junior Engineer of concerned area	Concerned EE of PHED	Sub Divisional Magistrate (SDM) of concerned sub division	Concerned SE of PHED	Deputy Commissioner of concerned district
	ii. Sewerage blocked/over flow of main hole.	7 days	2 days	Concerned SDE of PHED	Junior Engineer of concerned area	Concerned EE of PHED	Sub Divisional Magistrate (SDM) of concerned sub division	Concerned SE of PHED	Deputy Commissioner of concerned district
	iii. Restoration of water supply due to minor problems i.e. fault in pumping machinery, electric wiring, distribution systems etc.	3 days	3 days	Concerned SDE of PHED	Junior Engineer of concerned area	Concerned EE of PHED	Sub Divisional Magistrate (SDM) of concerned sub division	Concerned SE of PHED	Deputy Commissioner of concerned district

Service Number	Service	Actual Time Limit	Proposed Time Limit	Actual Designated Officer	Proposed Designated Officer	Actual First Grievance Redressal Authority	Proposed First Grievance Redressal Authority	Actual Second Grievance Redressal Authority	Proposed Second Grievance Redressal Authority
	iv. Restoration of water supply due to major problems i.e. shortage of raw water, burning of transformer and fault in LT/HT lines etc.	6 days	6 days	Concerned SDE of PHED	Junior Engineer of concerned area	Concerned EE of PHED	Sub Divisional Magistrate (SDM) of concerned sub division	Concerned SE of PHED	Deputy Commissioner of concerned district
	v. Restoration of water supply due to major problems i.e. burning of transformer, other major electric fault etc. to be rectified/ repaired by PHED.	10 days	7 days	Concerned SDE of PHED	Junior Engineer of concerned area	Concerned EE of PHED	Sub Divisional Magistrate (SDM) of concerned sub division	Concerned SE of PHED	Deputy Commissioner of concerned district
58	Meter complaints i. Inspect and check correctness after receipt of meter testing fee.	7 days	7 days	Junior Engineer In-charge	Junior Engineer In-charge	SDO (OP)	Consumer Disputes Settlement Committee	XEN (OP)	Consumer Grievances Redressal forum

Service Number	Service	Actual Time Limit	Proposed Time Limit	Actual Designated Officer	Proposed Designated Officer	Actual First Grievance Redressal Authority	Proposed First Grievance Redressal Authority	Actual Second Grievance Redressal Authority	Proposed Second Grievance Redressal Authority
	ii. Replace slow/ fast meters/ creeping/ stuck/ defective.	Within 7 days of its being established on checking	Within 5 days of its being established on checking	Junior Engineer In-charge	Junior Engineer In-charge	Sub Divisional Officer (OP)	Consumer Disputes Settlement Committee	XEN (OP)	Consumer Grievances Redressal forum
	iii. Replace burnt meters if cause not attributable to consumer.	7 days	5 days	Junior Engineer In-charge	Junior Engineer In-charge	Sub Divisional Officer (OP)	Consumer Disputes Settlement Committee	XEN (OP)	Consumer Grievances Redressal forum
	iv. Replace burnt meters in all other cases after payment of charges.	24 hours	24 hours	Junior Engineer In-charge	Junior Engineer In-charge	Sub Divisional Officer (OP)	Consumer Disputes Settlement Committee	XEN (OP)	Consumer Grievances Redressal forum
59	Release of new connection/ additional load/ demand.	30 days	24 days	Sub Divisional Officer (OP)	Sub Divisional Officer (OP)	XEN (OP)	Consumer Disputes Settlement Committee	SE (OP)	Consumer Grievances Redressal forum
	a. Release of connection where service is feasible from existing network.	30 days	24 days	Sub Divisional Officer (OP)	Sub Divisional Officer (OP)	XEN (OP)	Consumer Disputes Settlement Committee	SE (OP)	Consumer Grievances Redressal forum
	b. Release of connection where network expansion/ enhancement required for	30 days	30 days	Sub Divisional Officer (OP)	Sub Divisional Officer (OP)	XEN (OP)	Consumer Disputes Settlement Committee	SE (OP)	Consumer Grievances Redressal forum

Service Number	Service	Actual Time Limit	Proposed Time Limit	Actual Designated Officer	Proposed Designated Officer	Actual First Grievance Redressal Authority	Proposed First Grievance Redressal Authority	Actual Second Grievance Redressal Authority	Proposed Second Grievance Redressal Authority
	providing connection [Except Agricultural]. i. For LT Connections.								
	ii. For 11 KV connections	71 days	71 days	Sub Divisional Officer (OP)	Sub Divisional Officer (OP)	XEN (OP)	Consumer Disputes Settlement Committee	SE (OP)	Consumer Grievances Redressal forum
	iii. For 33 KV connection	90 days	90 days	Executive Engineer (OP)	Executive Engineer (OP)	SE (OP)	Consumer Disputes Settlement Committee	CE (OP)	Consumer Grievances Redressal forum
	iv. Above 33 KV level connections	90 days	90 days	Executive Engineer (OP)	Executive Engineer (OP)	SE (OP)	Consumer Disputes Settlement Committee	CE (OP)	Consumer Grievances Redressal forum
179	Old Age Samman Allowance (Pension Scheme)	120 days	30 days	District Social Welfare Officer of the concerned district	District Social Welfare Officer of the concerned district	Additional Deputy Commissioner of the concerned district	Additional Deputy Commissioner of the concerned district	Deputy Commissioner of the concerned district	Deputy Commissioner of the concerned district

### **C. Procedural Rationalization**

For harassment free service, there is a need for procedural change from submission of application to the delivery of service.

- (a) Make it mandatory for the entire departments to communicate in writing to all the service seekers regarding the acceptance, delay/ denial of the services as desired under the RTS Act. The most prevalent means of communication is verbal communication which violates the norms of RTS Act.
- (b) There is urgent need to develop a standardized format of acknowledgement (as shown in the illustrations for proformas) containing all the necessary entries and supplied all the delivery centers to be delivered to the service seekers. It will be work as a proof of the service desired by the applicant and further help to trace in record at the time of need.
- (c) There is a need to promote the online method of submission of application for all the services through community service centers where all the infrastructure facilities like regular supply of electricity, computer, internet, and computer literate workforce are available. It will reduce the harassment of the applicant, save their time and will reduce their financial expenditure.
- (d) It may be recommended that at the cremation ground, particularly in the rural area, the chowkidar (government employee) responsible be entrusted to allocate cremation slip as a proof of death. This may be verified by the PRI member of the concerned area. It will help to reduce the family dispute related with the property matter and also the harassment of the service seekers related with the jurisdiction in case of accidental death.

### **D. Proforma Facilitation**

- (a) Standardization of proformas across all the services is urgently required (as shown in the illustrations below).

**ILLUSTRATION FOR SERVICE UNDER RTS (25)**

<b>Application No.</b>		
<b>Part -1</b>		
1.	Name of Service	Birth & Death Certificate (Name Entries)
2.	Name of Department/Service Provider (Pre-filled into the system)	Health
<b>Part -2</b>		
1.	Name of Applicant	
2.	Husband's / Father's / Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Adhaar Card No. (Attach Copy)	

Part -3		
Information/Documents required specific to the service		
Information		
1.	Name of beneficiary, if not applicant. (Adhaar Card Number of beneficiary. Attach Copy)	
2.	Relationship with applicant	
3.	Date of Application	
4.	Name of the child to be recorded	
5.	Sex (Male/Female)	
6.	Father's Name	
7.	Grandfather's Name	
8.	Child's Mother's Name	
9.	Date of Birth of child	
10.	Place of birth	
11.	Number of Copies of certificate required	
Documents Required		Submitted Tick (?) / Yes
1.	Self-declaration	
2.	Birth Certificate or its copy	
3.	Copy of supporting document for entering name of child like School Certificate or Passport or Voter Card or Driving License or Mother and Child Protection (MCP) Card or Insurance Policy. In case the child is an infant then self declaration is sufficient for this purpose.	
4.	Receipt of requisite fee of Rs. 10/- <i>(No fee is required if the child's name is being recorded within 1 year from date of registration of birth)</i>	
<p>I hereby declare that all the information given above is true to the best of my knowledge. If any information is found to be incorrect then I will be punishable as per law.</p> <p style="text-align: center;">Signature of Applicant</p>		

Sr.No.	Area	Name of Office
1.	Rural area- For current year record.	Multi-Purpose Health Worker (F) of Sub-center having jurisdiction over the village.
2.	Rural area- For previous year record.	Respective Civil Surgeon office.
3.	Urban area -For current and previous year record.	Local Registrar, Births & Deaths, of respective Municipal Corporation/Council.
4.	Government medical institutions like Civil Hospital/Community Health Centre/Primary Health Centre – Current year record.	Medical Officer of that medical institution.
5.	Government medical institutions like Civil Hospital/Community Health Centre/Primary Health Centre – Previous year record.	*Respective Civil Surgeon office in case the medical institution is located in rural area. *Local Registrar, Births & Deaths, of respective Municipal Corporation/Council in case the medical institution is located in urban area.
Acknowledgement Receipt		
1.	Application Receipt Number	
2.	Service asked for	
3.	Date of Application	
4.	Date by which Service to be provided	
5.	Fees/Facilitation Charges, if any	
6.	Signature of authorised official	

**ILLUSTRATION FOR SERVICES UNDER RTS ACT (49)**

<b>Application No.</b>		
<b>Part -1</b>		
1.	Name of Service	Water pipes leakages/Sewerage/Blocked/ Over flow
2.	Name of Department/Service Provider (Pre-filled into the system)	Public Health and Engineering Department
<b>Part -2</b>		
1.	Name of Applicant	
2.	Husband's /Father's/Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Adhaar Card No. (Attach Copy)	

<b>Part -3</b>		
<b>Information/Documents required specific to the service Information</b>		
1.	Date of Application	
2.	Name of Municipal Corporation/Municipal Council/ Nagar Panchayat/Improvement Trust	
3.	Location of Street Light/Pipe point	
	(a) House No./Street	
	(b) Mohalla /Area	
	(c) Landmark	
<b>Documents Required</b>		<b>Submitted Tick (?) / Yes</b>
<b>1.</b>	<b>NIL</b>	
<p>I hereby declare that all the information given above is true to the best of my knowledge. If any information is found to be incorrect then I will be punishable as per law.</p> <p style="text-align: center;">Signature of Applicant</p>		
<b>Acknowledgement Receipt</b>		
1.	Application Receipt No.	
2.	Service asked for	
3.	Date of Application	
4.	Date by which Service to be provided	
5.	Fees/Facilitation Charges, if any	
6.	Signature of authorised official	

**ILLUSTRATION FOR SERVICES UNDER RTS ACT (58)**

<b>Application No.</b>		
<b>Part-1</b>		
1.	Name of Service	Meter complaints/Replacement of Meters/ Service Connection & Other Services.
2.	Name of Department/Service Provider (Pre-filled into the system)	Power
<b>Part-2</b>		
1.	Name of Applicant	
2.	Husband's/ Father's/ Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach Copy)	

<b>Part-3</b>		
<b>Information/ Documents required specific to the service Information</b>		
1.	Name of beneficiary, if not applicant. (Aadhaar Card No. of beneficiary. Attach Copy)	
2.	Relationship with applicant	
3.	Consumer Account No. by HVPNL	
<b>Documents Required Submitted</b>		<b>Tick (?) / Yes</b>
1.	Application for replacement of meter/service connection/transformer/HT or LT Lines.	
2.	Proof of ownership/occupancy of premises in case of lease or rented accommodation where line/ transformer is to be shifted if applicant is unable to produce the consent of the owner/landlord for obtaining a connection.	
3.	Test report of the installation duly signed by the Licensed Electrical Contractor (if required) to be intimated through the notice.	
<b>Fee/Charges Payable</b>		
1.	Fee for service required.	
<p>I hereby declare that all the information given above is true to the best of my knowledge. If any information is found to be incorrect then I will be punishable as per law.</p> <p style="text-align: center;">Signature of Applicant</p>		
<b>Acknowledgement Receipt</b>		
1.	Application Receipt No.	
2.	Service asked for	
3.	Date of Application	
4.	Date by which Service to be provided	
5.	Fees/Facilitation Charges, if any	
6.	Signature of authorised official	

### ILLUSTRATION FOR SERVICES UNDER RTS ACT (59)

Application No.		
<b>Part-1</b>		
1.	Name of Service	Release of New Connection/Additional Load LT/11KV/33KV/33KV and above
2.	Name of Department/Service Provider (Pre-filled into the system)	Power
<b>Part-2</b>		
1.	Name of Applicant	
2.	Husband's/ Father's/ Mother's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Correspondence Phone No.	
6.	Correspondence e-mail	
7.	Aadhaar Card No. (Attach Copy)	

Part-3		
Information/ Documents required specific to the service Information		
1.	Name of beneficiary, if not applicant. (Aadhaar Card No. of beneficiary. Attach Copy)	
2.	Relationship with applicant	
3.	Consumer Account No. allotted by HVPNL (if applying for Additional load)	
4.	Caste	
5.	BPL No.	
Documents Required		Submitted Tick (?) / Yes
1.	A&A Form along with Photograph	
2.	Identity proof (if Aadhaar Card not available): Voter Card, Passport	
3.	Proof of ownership/occupancy of premises in case of lease or rented accommodation or indemnity bond in prescribed format in favour of PSPCL, if applicant is unable to produce the consent of the owner/landlord for obtaining a connection.	
4.	NOC from HUDA/Local Urban Bodies, if connection falls in their planning schemes or within the controlled area of any scheduled road.	
5.	Caste Certificate (if applicable).	
6.	BPL card No.	
7.	Test report of the installation duly signed by the Licensed Electrical Contractor?	

<b>Fee/Charges Payable</b>		
1.	Processing fee	
2.	Security (consumption)	
3.	Security Meter & Meter Cup Board	
4.	Service Connection Charges	
<p>I hereby declare that all the information given above is true to the best of my knowledge. If any information is found to be incorrect then I will be punishable as per law.</p> <p style="text-align: right;">Signature of Applicant</p>		
<b>Acknowledgement Receipt</b>		
1.	Application Receipt No.	
2.	Service asked for	
3.	Date of Application	
4.	Date by which Service to be provided	
5.	Fees/Facilitation Charges, if any	
6.	Signature of authorised official	

**ILLUSTRATION FOR SERVICES UNDER RTS ACT (179)**

<b>Application No.</b>		Photo of Applicant			
<b>Part -1</b>					
1.	Name of the Service	Old Age Samman Allowance (Pension Scheme) <b><i>Rural / Urban Area</i></b>			
2.	Name of Department (Pre-filled into the system)	Social Justice and Empowerment			
<b>Part -2</b>					
1.	Name of Applicant				
2.	Husband's / Father's / Mother's Name				
3.	Permanent Address				
4.	Correspondence Address				
5.	Correspondence Phone No.				
6.	Correspondence e-mail				
7.	Adhaar Card No. (Attach Copy)				
8.	Bank Detail	Name of Bank	Name of Branch	Account No.	IFSC Code

**Part -3**

**Information/Documents required specific to the service Information**

1.	Name of beneficiary, if not applicant. (Adhaar Card No. of beneficiary. Attach Copy)	
2.	Relationship with applicant	
3.	Male/ Female	
4.	BPL No.	
5.	SC/BC/GEN	
6.	Husband/Wife alive or not	
7.	Age of applicant	
8.	Monthly Income of husband and wife from all sources	
9.	Agriculture land (Chahi/baraani)	

<b>Documents Required</b>		<b>Submitted Tick (?) / Yes</b>
1.	Report of Revenue Department (Patwari) for Agriculture land (Chahi / baraani)	
2.	Voter Card or Voter List or Ration Card or Matriculation Certificate or Certificate from Registrar Birth & Death – As Age Proof (any one proof out of above)	
3.	Self Declaration by Applicant	
4.	Recommendation for Rural areas MLA or Two Member Panchayat & Sarpanch or Three Member Panchayat or Two Member Panchayat & one Numberdar In case of Urban Area- Recommendation of MLA or Municipal Commissioner (MC)	
I hereby declare that all the information given above is true to the best of my knowledge. If any information is found to be incorrect then I will be punishable as per law.		
		Signature of Applicant
<b>Acknowledgement Receipt</b>		
1.	Application Receipt No.	
2.	Service asked for	
3.	Date of Application	
4.	Date by which Service to be provided	
5.	Fees/Facilitation Charges, if any	
6.	Signature of authorised official	

(b) Checklist of the documents required to be made explicit for the attention of the service seeker. Lack of documentation at the time of submission of application will lead to delay/denial of the service.

(c) There is an urgent need of providing the prescribed proformas for each and every service.

## E. Time Line

- (a) There is a need to redefine the time line for some of the services in view of the digitization and also suggestions given by the respondents.
- (b) For proper display of the time lines and rights of the citizens there is a need of providing boards, banners, etc., in each and every concerned office as well as service delivery centres and CSCs in the village.

## F. Record Management

- (a) Ensure record management as desired under the RTS Act. There is a need of systematic, proper and computerized record management. To maintain the proper record Form 4A has been given as in illustration the RTS Act.

The findings of the study and recommendations may help in bringing about improvement in the quality of services delivered under the RTS.

## G. Discontinuation of Affidavits not Required by Law

The following departments are asking for affidavits which not required by law should be abolished.

<b>1. Social Justice and Empowerment:</b>		
1.	<ul style="list-style-type: none"><li>• Income declaration- affidavit on non judicial stamp paper worth Rs.10/- for self-employed parents/guardian or income certificate form the employer for employed parents/guardian.</li><li>• Minority community declaration- affidavit on on- judicial stamp paper by the student that he/she belongs to any one of the minority communities notifies by Central Government</li></ul>	Pre-Matric Scholarship for Students belonging to the Minority Communities
2.	Attestation of affidavit by Oath Commissioner or Gazetted Officer	Unemployment Allowance Scheme
3.	Income declaration-affidavit on non-judicial stamp paper and income certificate from the employer	Merit-cum-Means Scheme
<b>2. Information, Public Relations &amp; Languages Department:</b>		
4.	News of India/Audit Bureau Circulation or CA Certificate with an affidavit (attach proof)	Service for Media Persons Seeking Accreditation/Recognition

<b>3. Employment Department, Haryana :</b>		
5.	<ul style="list-style-type: none"> <li>Affidavit (At the time of physical verification)</li> <li>Affidavit attested by the 1<sup>st</sup> Class magistrate as prescribed by the Department.</li> </ul>	Registration for one family one Job
6.	UEA Form and Affidavit (UEA form verified by Patwari/Municipal Official and Tehsildar/Naib Tehsildar/SDM Affidavit)	Unemployment Allowance
<b>4. Sainik and Ardh Sainik Welfare Haryana :</b>		
7.	<ul style="list-style-type: none"> <li>Copy of Citation of Gallantry Award, if any.</li> <li>Specimen of affidavit to submitted will be provided by the office.</li> </ul>	House Tax Exemption Certificate
8.	Affidavit regarding not Re-Married and she is Resident of Haryana	Financial Assistance to widows for their daughter marriage
9.	Affidavit regarding not Re-Married and she is Resident of Haryana.	Financial Assistance for orphan daughter(s) of ex-servicemen
10.	Annexure 1 & 2 affidavit	Financial Assistance to World War to Veterans
11.	Annexure 1 & 2 affidavit	Financial Assistance to War Widow in addition to family pension
12.	Annexure 1 & 2 affidavit	Financial Assistance to ESM above 60 years and windows of ESM who are not in receipt of pension from GOI/Haryana.
13.	Annexure 1 & 2 affidavit	Financial Assistance to blind paraplegic, Hemiplegic and Tetraplegic ESM with 100% disability
14.	Annexure 1 & 2 affidavit	Financial Assistance to blind ESM
15.	Annexure 1 & 2 affidavit	Financial Assistance to the legal Guardian of orphan children of ESM
16.	Annexure 1 & 2 affidavit	Financial Assistance to disabled ESM whose disability is not attributable to defence forces service who are not in receipt of any type of pension/FA
17.	Annexure 1 & 2 affidavit	Monetary allowance/ Pension to pre-independence Gallantry Award winner/widows of the Awardees of pre-independence Gallantry medals
18.	Affidavit reading income source other than pension	Financial Assistance to war widows and 100%war disabled ESM and war mothers for construction of repair of house.
19.	Annexure 1 & 2 affidavit	Financial Assistance to Reward Money
20.	Annexure 1 & 2 affidavit	Annuity to Awardees

21.	<ul style="list-style-type: none"> <li>• Affidavit of awardees.</li> <li>• Affidavit &amp; application along with photo of NOKs in case of posthumous award.</li> </ul>	One time cash award to Gallantry Award winners
22.	<ul style="list-style-type: none"> <li>• Affidavit of awardees.</li> <li>• Affidavit &amp; application along with photo of NOKs in case of posthumous award.</li> </ul>	Incentive to Sena/Nao Sena/Vayu Sena Medal Distinguished service/Devotion to duty awardees
23.	Affidavit duly signed by the First Class Magistrate	Financial Assistance to the cadets/Gentle men cadets for undertaking the training successfully at NDA/IMA/OTA
24.	Affidavit.	Cash Award to the Officers/JCOs/Ors of TA
<b>5. Mines and Geology:</b>		
25.	Copy of Partnership deed and power of attorney and in case of sole proprietorship, an affidavit of sole proprietor.	Application for Grant/ Renewal of Licence for Running a Crusher
<b>6. Police:</b>		
26.	Identification proof- Aadhar Card or in case the applicant does not have Aadhar Card, a written declaration to be submitted in the form of an Affidavit along with an alternative identification proof which may include- Passport; Voter Identification Card, PAN Card or Identity card issued to the employees.	Application for an arms license in form II,III,IV, S-III, Form A-1, (see rule 11)
27.	Copy of affidavit to be extension of area validity beyond district and state.	For Extension of Area Validity of the Arms License

# **IV**

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**REPORT ON  
SINGLE APPEAL-AMENDMENTS  
TO BE MADE IN VARIOUS SECTIONS OF  
LAND REVENUE ACT, 1887**

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**IV**  
**SINGLE APPEAL-AMENDMENTS TO BE MADE IN VARIOUS SECTIONS OF**  
**LAND REVENUE ACT, 1887**

<b>Existing provisions</b>	<b>View of HGRA</b>
<p><b>Section 13</b></p> <p><b>Appeals:</b> Save as otherwise provided by this Act, an appeal shall lie from an original or appellate order of a Revenue Officer as follows: namely:-</p> <p>(a) to the Collector when the order is made an Assistant Collector of either grade:</p> <p>(b) to the Commissioner when the order is made by a Collector:</p> <p>(c) to the Financial Commission when the order is made by a Commissioner:</p> <p>Provided that:</p> <p>(i) When an original order is confirmed on first appeal, a further appeal shall not lie:</p> <p>(ii) When any such order is modified or reversed on appeal by the Collector, the order made by the Commissioner on further appeal. If any, to him shall be final.</p>	<p>(a) Provision for restriction on remand of cases and disallowing appeals against interim orders is OK. Remand should be disallowed in all cases.</p> <p>(b) The explanation regarding Section 16 and its applicability should be deleted for reasons given (Section 16).</p>
<p><b>Section 16</b></p> <p><b>Power to call for examine and revise proceedings of Revenue Officer:</b></p> <p>(1) The Financial Commissioner may at any time call for the record of any case pending before, or disposed by, any Revenue Officer subordinate to him.</p> <p>(2) A Commissioner or Collector may call for the record of any case pending before, or disposed of by, and Revenue Officer under his control.</p> <p>(3) If in any case in which a Collector has called for a record and he is of the opinion that the proceedings taken or order made should be modified or reversed, he shall report the case, with his opinion thereon for the orders of the Commissioner whose decision shall be final.</p> <p>(4) The Financial Commissioner under sub-section (1), or Commissioner under sub-section (2), in any case called for by himself, may pass such orders as he thinks fit.</p> <p>Provided that he shall not under this section pass an order reversing or modifying any proceeding or order of a subordinate Revenue Officer and affecting any question of right between private persons or without giving those persons an opportunity of being heard.</p>	<p>The powers of revision especially in case of mutations need to be abrogated. The main reason is that there is no finality to revenue proceedings and any party can go to civil court and therefore, there is little point in extending the decision making process. In case the proposed provisions are to be retained, will be appropriate to retain the present section while providing that there will be no revision in cases of mutation orders.</p>

## PART - I

HARYANA GOVERNMENT  
LAW AND LEGISLATIVE DEPARTMENT

## Notification

The 10th April, 2017

No. Leg.12/2017.— The following Act of the Legislature of the State of Haryana received the assent of the Governor of Haryana on the 21st March, 2017 and is hereby published for general information:-

## HARYANA ACT NO. 12 OF 2017

## THE PUNJAB LAND REVENUE (HARYANA AMENDMENT) ACT, 2017

AN

ACT

*further to amend the Punjab Land Revenue Act, 1887,  
in its application to the State of Haryana.*

Be it enacted by the Legislature of the State of Haryana in the Sixty-eighth Year of the Republic of India as follows :-

1. This Act may be called the Punjab Land Revenue (Haryana Amendment) Act, 2017. Short Title.
2. In clause (c) of section 13 of the Punjab Land Revenue Act, 1887 (hereinafter called the principal Act), - Amendment of section 13 of Punjab Act XVII of 1887.
  - (a) in item (ii), for the sign “.” existing at the end, the sign “;” shall be substituted; and
  - (b) after item (ii), the following items shall be added, namely:-
    - “(iii) no authority except the first appellate authority shall remand the case to the lower authority to decide the case afresh; and
    - (iv) no appeal shall lie against any interim order passed by a Revenue-officer under this Act.”
3. For section 16 of the principal Act, the following section shall be substituted, namely:- Substitution of section 16 of Punjab Act XVII of 1887.

“16. Power to call for, examine and revise proceedings of Revenue-officer.-

(1) The Commissioner may call for the record of any case pending before, or disposed of by any Revenue-officer under his control and pass such orders, as he thinks fit.

(2) The Collector may also call for the record of any case pending before, or disposed of by any Revenue-officer under his control and if he is of the opinion that the proceedings taken or order made should be modified or reversed, he shall report the case with his opinion thereon for the orders of the Commissioner, whose decision shall be final: Provided that he shall not pass an order reversing or modifying any proceeding or order of a subordinate Revenue-officer and affecting any question of right between private persons without giving them an opportunity of being heard.”
4. After sub-section (5) of section 20 of the principal Act, the following sub-section shall be added, namely:- Amendment of section 20 of Punjab Act XVII of 1887.

“(6) If it is not possible to serve summons in accordance with any of the modes, as provided in sub-sections (1), (2), (3), (4) and (5) then,-

  - (a) summons may be sent by the Revenue-officer by whom it is issued whether within or out of the State by post, courier service, fax message or by electronic mail service;
  - (b) where the person is confined in prison, the summons may be delivered by post, courier service, fax message or by electronic mail service to the officer-in charge of the prison for service to the person;
  - (c) where the person resides out of India and has no agent in India empowered to accept service, the summons may be addressed to the person at the place

where he is residing or may be sent to him by post, courier service, fax message or by electronic mail service, if there is postal communication between such place and the place where office of such Revenue-officer is situated; and

- (d) where the Central Government, by notification in the Official Gazette, has declared in respect of any foreign country that summons shall be served on the person actually and voluntarily residing or carrying business or personally working for gain in that foreign country through an officer of the Government of foreign country, as specified by the Central Government, the summons may be sent to such officer through the Ministry of Government of India dealing with foreign affairs or in such other manner, as may be specified by the Central Government and if such officer returns any such summons with an endorsement purporting to have been made by him that the summons have been served on the person, such service shall be deemed as evidence of service."

Substitution of section 111 of Punjab Act XVII of 1887.

5. For section 111 of the principal Act, the following section shall be substituted, namely:-

"111. Application for partition.- Any joint owner of land or any joint tenant of a tenancy in which a right of occupancy subsists, may apply to a Revenue-officer for partition of his share in the land or tenancy, as the case may be, with the proposed plan of partition indicating the quality and location of the land in question alongwith the reasons for partition and copy of the latest Jamabandi, if,-

- (a) on the date of application, the share is recorded under Chapter IV as belonging to him; or
- (b) his right to the share has been established by a decree which is still subsisting at that date; or
- (c) a written acknowledgement that right has been executed by all persons interested in the admission or denial thereof."

Amendment of section 113 of Punjab Act XVII of 1887.

6. For clauses (a) and (b) of section 113 of the principal Act, the following clauses shall be substituted, namely:-

- "(a) cause notice of the application and of the day so fixed to be served on such of the recorded co-sharers, as have not joined in the application to submit their replies and plans of partition with cogent reasons and if the share for which partition is applied for is a share in a tenancy, on the landlord also; and
- (b) if he thinks fit, cause the notice to be served on any other person whom he may deem to be directly or indirectly interested in the application to submit their replies and plans of partition with cogent reasons."

Insertion of section 115A in Punjab Act XVII of 1887.

7. After section 115 of the principal Act, the following section shall be inserted, namely:-

"115A. Settlement of disputes by conciliation.- (1) Where it appears to the Revenue-officer that a settlement may be acceptable to both the parties to the partition, he shall formulate the terms of settlement and submit the same to the parties for their suggestions. After receiving their objections or suggestions, the Revenue-officer shall re-formulate the terms of settlement possible in the prevailing situation and refer the same for conciliation with the intervention of the elders where the property is situated and if the settlement is agreed upon by both the parties through a written deed, the Revenue-officer shall pass an order in accordance with such deed. The orders so made by the Revenue-officer shall be final and a partition deed shall be issued accordingly.

(2) If no settlement is reached under sub-section (1), the Revenue-officer shall within a period of four months after the date of making reference for conciliation but not later than six months from the date of initiation of conciliation proceedings, pass such order on merits, as he may deem appropriate in the circumstances of the case after hearing the parties."

8. For section 118 of the principal Act, the following section shall be substituted, namely:-

Substitution of  
section 118 of  
Punjab Act XVII.  
of 1887.

"118. Disposal of other questions.- (1) When there is a question as to the property to be divided or the mode of making a partition, the Revenue-officer shall, after such inquiry, as he deems necessary, record an order stating his decision on the question and the reasons for the decision.

(2) An appeal may be preferred against an order under sub-section (1) within fifteen days from the date thereof and when such an appeal is preferred and the institution thereof has been certified to the Revenue-officer by the authority to whom the appeal has been preferred, the Revenue-officer shall stay proceedings pending the disposal of the appeal. The appellate authority shall pass final order in the matter and shall not remand the case in any manner. There shall be no second appeal or revision."

**KULDIP JAIN,**  
Secretary to Government, Haryana,  
Law and Legislative Department.

55207—L.R.—H.G.P., Ctd.

PART-I

DEPARTMENT OF LEGAL AND LEGISLATIVE AFFAIRS, PUNJAB

Notification

The 26th April, 2011

**No. 19-Leg./2011.**—The following Act of the Legislature of the State of Punjab received the assent of the Governor of Punjab on the 20th April, 2011 and is hereby published for general information :—

THE PUNJAB LAND REVENUE (AMENDMENT) ACT, 2011  
(Punjab Act No. 15 of 2011)

AN

ACT

to further amend the Punjab Land Revenue Act, 1887.

BE it enacted by the Legislature of the State of Punjab in the Sixty-second Year of the Republic of India as follows :—

1. (1) This Act may be called the Punjab Land Revenue (Amendment) Act, 2011. Short title and commencement.

(2) It shall come into force at once.

2. In the Punjab Land Revenue Act, 1887 (hereinafter referred to as the principal Act), in section 13, in clause (c), in item (ii), at the end, for the sign “.”, the sign “;” shall be substituted, and thereafter, the following items shall be added, namely :— Amendment in section 13 of Punjab Act XVII of 1887

“(iii) no authority, except the first appellate authority, shall remand the case to the lower authority to decide the case afresh ; and

(iv) no appeal shall lie against any interim order passed by a Revenue Officer under this Act.

*Note.*—The provisions of items (iii) and (iv) shall not be applicable to the authorities mentioned under section 16 of this Act.”

3. In the principal Act, for section 16, the following section shall be substituted, namely :— Substitution of section 16 of Punjab Act XVII of 1887.

“16. (1) A Commissioner may call for the record of any case pending before, or disposed of by any Revenue Officer under his control and pass such orders, as he thinks fit.  
Power to call for, examine and revise proceedings of Revenue Officers.

This was further amended by the Government of Punjab an year later.

(2) A Collector may also call for the record of any case pending before, or disposed of by any Revenue Officer under his control, and if he is of the opinion that the proceedings taken or order made, should be modified or reversed, he shall report the case with his opinion thereon for the orders of the Commissioner whose decision shall be final :

Provided that he shall not pass an order reversing or modifying any proceeding or order of a subordinate Revenue Officer, and affecting any question of right between private persons without giving them an opportunity of being heard.”

4. In the principal Act, in section 20, after sub-section (5), the following sub-section shall be added, namely :—

Amendment  
in section 20  
of Punjab  
Act XVII  
of 1887.

“(6) If it is not possible to serve summons in accordance with any of the modes, as provided in sub-sections (1), (2), (3),

(4) and (5), then,—

(a) summons may be sent by the Revenue Officer by whom it is issued whether within or out of the State by post or by courier service, as approved by the High Court of Punjab and Haryana or by fax message or by Electronic Mail Service or by any other means, as may be provided in the rules made by the High Court ;

(b) where the person is confined in prison, the summons may be delivered by post or may be sent by courier service, as approved by the High Court or by fax message or by Electronic Mail Service or by any other means, as may be provided in the rules made by the High Court to the officer-incharge of the prison for service to the person ;

(c) where the person resides out of India and has no agent in India, empowered to accept service, the summons may be addressed to the person at the place, where he is residing or may be sent to him by post or by courier service, as approved by the High Court or by fax message or by Electronic Mail Service or by any other means, as may be provided in the rules made by the High Court, if there is postal communication between such place and the place, where the Court is situated ; and

- (d) where the Central Government, by notification in the Official Gazette, has declared in respect of any foreign country that summons should be served on the persons actually and voluntarily residing or carrying business or personally working for gain in that foreign country through an officer of the Government of foreign country, as specified by the Central Government, the summons may be sent to such officer, through the Ministry of Government of India dealing with foreign affairs or in such other manner, as may be specified by the Central Government, and if such officer returns any such summons with an endorsement purporting to have been made by him that the summons have been served on the persons, such service shall be deemed as evidence of service."

5. In the principal Act, for section 111, the following section shall be substituted, namely :—

Substitution of section 111 of Punjab Act XVII of 1887.

"111. Any joint owner of land, or any joint tenant of a tenancy in which a right of occupancy subsists, may apply to a Revenue Officer for partition of his share in the land or tenancy, as the case may be, with the proposed plan of partition indicating the quality and location of the land in question along with the reasons for partition and copy of the latest jamabandi, if,—

- (a) on the date of application, the share is recorded under Chapter IV as belonging to him ; or  
(b) his right to the share has been established by a decree which is still subsisting at that date ; or  
(c) a written acknowledgement of that right has been executed by all persons interested in the admission or denial thereof."

6. In the principal Act, in section 113, for clauses (a) and (b), the following clauses shall be substituted, namely :—

Amendment in section 113 of Punjab Act XVII of 1887

- "(a) cause notice of the application and of the day so fixed to be served on such of the recorded co-shares, as have not joined in the application to submit their replies and plans of partition with cogent reasons, and, if the share for which partition is applied for, is a share in a tenancy, on the landlord also ; and  
(b) if he thinks fit, cause the notice to be served on any other person whom he may deem to be directly or indirectly interested in the application to submit their replies and plans of partition with cogent reasons."

7. In the principal Act, section 114 shall be omitted.

Omission of section 114 of Punjab Act XVII of 1887

8. In the principal Act, for section 115, the following sections shall be substituted, namely :—

Substitution of section 115 of Punjab Act XVII of 1887.

“115. After examining such of the co-sharers and other persons, as <sup>Absolute</sup> <sup>disallowance</sup> <sup>of partition.</sup> may be present on that day, the Revenue Officer may, disallow the partition in those cases only where application is made for the partition of common path, common water-course or such like place, used for common purposes.

115-A. (1) Where it appears to the Revenue Officer that a settlement <sup>Settlement of</sup> <sup>disputes by</sup> <sup>conciliation.</sup> may be acceptable to both the parties to the partition, he shall formulate the terms of settlement and submit the same to the parties for their suggestions. After receiving their objections or suggestions, the Revenue Officer, shall re-formulate the terms of settlement, possible in the prevailing situation, and refer the same for conciliation with the intervention of the elders where the property is situated ; and if the settlement is agreed upon by both the parties through a written deed, the Revenue Officer shall pass an order in accordance with such deed. The orders so made by the Revenue Officer shall be final, and a partition deed shall be issued accordingly.

(2) If no settlement is reached under sub-section (1), the Revenue Officer shall within a period of four months after the date of making reference for conciliation, but not later than six months from the date of initiation of conciliatory proceedings, pass such order on merits, as he may deem appropriate in the circumstances of the case after hearing the parties.”

9. In the principal Act, for section 118, for following section shall be substituted, namely :—

Substitution of section 118 of Punjab Act XVII of 1887

“118. (1) When there is a question as to the property to be divided, <sup>Disposal of</sup> <sup>other</sup> <sup>questions.</sup> or the mode of making a partition, the Revenue Officer shall, after such inquiry, as he deems necessary, record an order stating his decision on the question and the reasons for the decision.

(2) No appeal shall lie against the decision referred to in sub-section (1).”

GOBINDER SINGH,

Secretary to Government of Punjab,  
Department of Legal and Legislative Affairs.

## ANNEXURE-I

### District-wise status of C.M. Window, Department of Health as on 04.01.2017

Division	District	Total receipt	Overdue	In ten days	Pending for marking by Subordinate	In action	Disposed	ATR sent
Ambala	Kaithal	244	2	0	4	0	236	4
	Yamuna Nagar	108	2	1	5	2	102	0
Gurgaon	Gurgaon	74	6	3	6	3	64	1
	Mewat	103	2	0	6	1	92	5
Hisar	Hisar	182	6	3	10	4	161	8
	Jind	158	0	1	6	1	147	4
Rohtak	Jhajjar	168	12	0	17	11	146	5
	Rohtak	137	2	0	2	2	127	8
Total Haryana		1174	32	8	56	24	1075	35

Source: Headquarter of Department of Health, Panchkula.

## ANNEXURE-II

District-wise status of C.M. Window, Department of Public Health and Engineeringas  
on 16.12.2016

Sr. No.	Circle	Total Receipt	New	Overdue	In-action	Clarification	Disposed	ATR Sent
1.	Ambala	418	1	0	13	1	399	5
2.	Bhiwani	462	0	11	31	8	415	16
3.	Gurgaon	83	0	0	6	0	75	2
4.	Hisar	486	0	13	21	1	453	12
5.	Jhajjar	209	0	4	9	3	198	2
6.	Jind	313	0	4	22	7	284	7
7.	Kaithal	443	0	1	15	1	423	5
8.	Karnal	281	2	5	14	2	263	2
9.	Narnaul	325	0	9	23	6	299	3
10.	Palwal	358	1	5	30	3	20	5
11.	Rewari	341	1	5	25	4	313	2
12.	Rohtak	443	1	7	35	1	403	8
13.	Sirsa	729	0	13	36	9	689	4
14.	Sonepat	334	0	8	28	10	298	8
15.	Haryana	5455	5	103	335	47	5049	66

Source: Headquarter of Department of Public Health and Engineering, Government of Haryana, Panchkula.

## ANNEXURE-III

### District-wise status of C.M. Window, Department of Power as on 16.12.2016

Sr. No.	District	Case dealt by	Total Receipt	New	Overdue	In-action	Clarification	Disposed	ATR Sent
1.	Rohtak	SE (Op), UHBVN, Rohtak	456	2	34	52	10	389	13
2.	Jhajjar	SE (Op), UHBVN	325	2	20	37	6	280	6
3.	Yamuna Nagar	SE (Op), UHBVN	531	0	25	41	12	471	19
4.	Jind	Operation Circle, DHBVN	446	0	31	47	25	393	6

Source: SEs, Districts, Department of Power.

## ANNEXURE-IV

### District-wise status of C.M. Window, Department of Social Justice and Empowerment as on 16.12.2016

Division	District	Total receipt	Overdue	Disposed	ATR sent
Ambala	Kaithal	137	7	55	14
	Yamuna Nagar	219	6	209	5
Gurgaon	Gurgaon	54	1	51	2
	Mewat	87	-	87	2
Hisar	Hisar	140	3	134	4
	Jind	66	6	58	2
Rohtak	Jhajjar	86	3	82	3
	Rohtak	142	8	127	5
Total Haryana		2731	82	2550	86

Source: Headquarter of Department of Social Justice and Empowerment, Chandigarh.



