



Innovation and Future Trends in RTS

Presented by:
T.C. Gupta, IAS (Retd.)
Chief Commissioner,
Haryana Right to Service Commission

State wise Status of Implementation of RTS (Slide 1/2)

S.No	State	RTS Act	Commission	Date of enactment of Act	Name of the Act
1	Andhra Pradesh	Yes	No	04.01.2018	The Andhra Pradesh Public Services Delivery Guarantee Act(2017)
2	Arunachal Pradesh	Yes	No	11.05.2016	The Arunachal Pradesh Right to Public Service Act(2016)
3	Assam	Yes	Yes	27.04.2012	Right to Public Service Act(2012)
4	Bihar	Yes	No	02.05.2011	Right to Public Services Act (2011)
5	Chattisgarh	Yes	No	12.10.2011	Lok Sewa Guarantee Act(2011)
6	Goa	Yes	No	05.02.2014	Right of Citizens to Time Bound Delivery of Public Services Act(2013)
7	Gujarat	Yes	No	15.04.2013	Right of Citizens to Public Services Act(2013)
8	Haryana	Yes	Yes	26.03.2014	Right to Service Act (2014)
9	Himachal Pradesh	Yes	No	24.09.2011	Himachal Pradesh Public Services Guarantee Act
10	Jharkhand	Yes	No	30.09.2011	Jharkhand Rajya Sewa Dene ki Guarantee Act, 2011
11	Karnataka	Yes	No	03.09.2012	The Karnataka Sakala Services Act (2014)
12	Kerala	Yes	No	06.08.2012	Right to Service Act(2012)
13	Madhya Pradesh	Yes	No	18.08.2010	The Madhya Pradesh Lok Sewaon Ke Pradan Ki Guarantee Act (2010)
14	Maharashtra	Yes	Yes	28.04.2015	Right to Public Service Act(2015)

Contd.

State wise Status of Implementation of RTS (Slide 2/2)

S.No	State	RTS Act	Commission	Date of enactment of Act	Name of the Act
15	Manipur	Yes	No	04.03.2021	Public Services Delivery Guarantee Act (2021)
16	Meghalaya	Yes	Yes	04.04.2017	The Meghalaya Right to Public Services Act, 2020.
17	Mizoram	Yes	No	16.04.2015	Right to Public Services Act(2015)
18	Nagaland	No	No	NA	NA
19	Odisha	Yes	No	01.11.2012	Right to Service Act(2012)
20	Punjab	Yes	Yes	20.10.2011 (Old) 17.07.2018 (New)	The Punjab Transparency And Accountability In Delivery Of Public Service Act (2018)
21	Rajasthan	Yes	No	14.11.2011	Guaranteed Delivery of Public Services Act(2011)
22	Sikkim	No	No	NA	NA
23	Tamil Nadu	No	No	NA	NA
24	Telangana	No	No	NA	NA
25	Tripura	Yes	No	09.11.2020	Tripura Guaranteed Services to Citizens Act
26	Uttar Pradesh	Yes	No	04.03.2011	Janhit Guarantee Adhiniyam(2011)
27	Uttarakhand	Yes	Yes	04.10.2011	Right to Service Act(2011)
28	West Bengal	Yes	Yes	27.09.2013	Right to Public Services Act (2013)

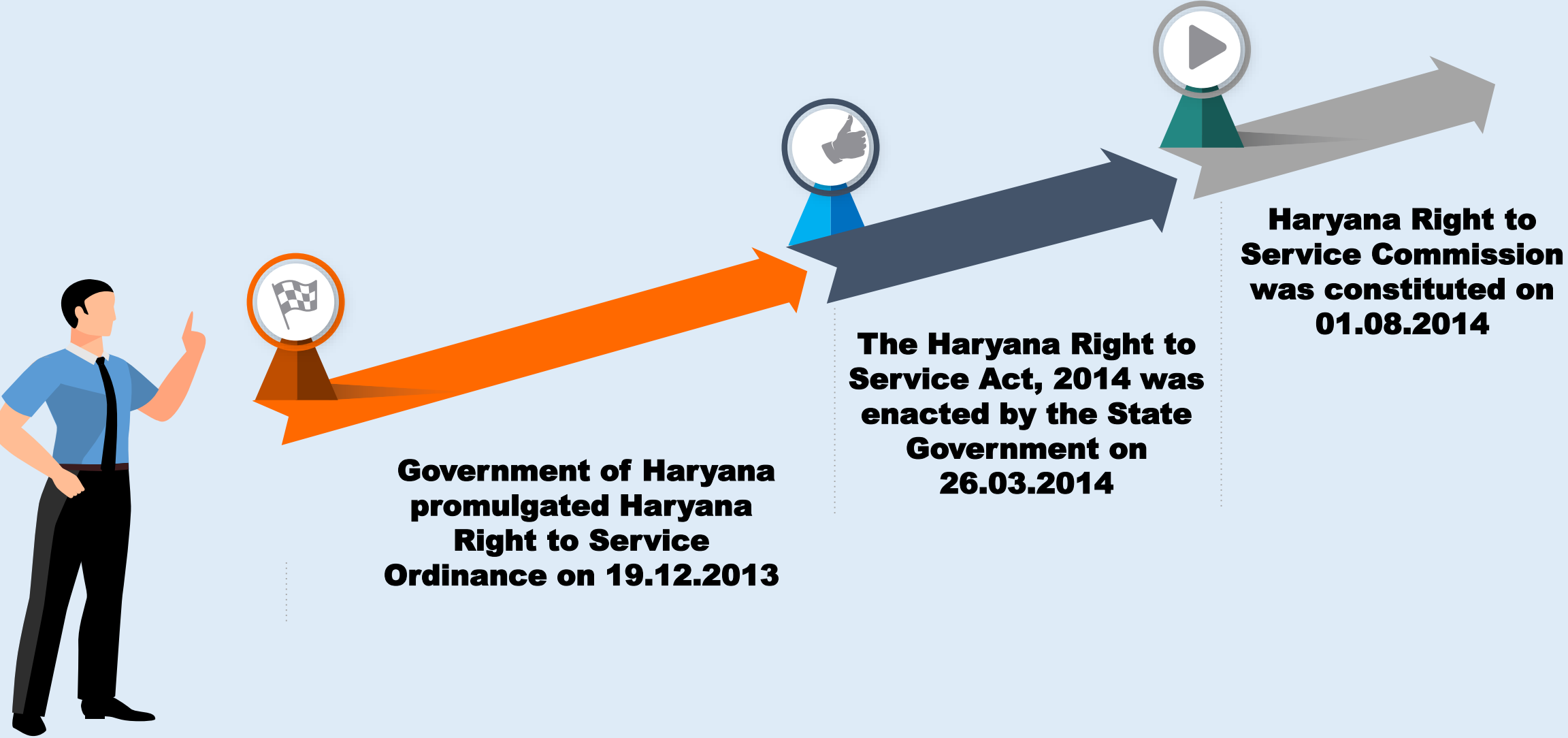
Status of Implementation of RTS in UTs

S.No	Union Territory	RTS Act	Commission	Date of enactment of Act	Name of the Act
1	Andaman and Nicobar Islands	Yes	No	12.02.2021	Andaman and Nicobar Islands (Right of Citizen to time bound Delivery of Services) Regulation, 2021. (Draft Regulation)
2	Chandigarh	Yes	Yes	14.08.2017	Punjab Right to Service Act,2011 (extended to Chandigarh)
3	Dadra and Nagar Haveli and Daman and Diu	Yes	No	01.04.2022	The Gujarat (Right of Citizens to Public Services) Act, 2013. [As adapted with modifications in the Union Territory of Dadra and Nagar Haveli and Daman and Diu]
4	Delhi	Yes	No	09.09.2011	Right of Citizen to Time-bound Delivery of Services(2011)
5	Jammu and Kashmir	Yes	No	13.04.2011	Public Service Guarantee Act(2011)
6	Ladakh	Yes	No	13.04.2011	J&k Act applies here too
7	Lakshadweep	Yes	No	19.09.2022	The Lakshadweep (Right to Public Services) Regulation, 2022
8	Puducherry	No	No	NA	The Puducherry Guarantee of Services to Citizens Bill, 2013



Right to Service Legislation: Haryana

The Haryana Right to Service Commission has completed 10 years of its constitution in August, 2024



650+ services catering to citizens throughout their lifecycle are notified under the Haryana Right To Service Act,2014



Registration of Births

Registration and benefits on birth of girl child related services

Food, Ration and other Supplies

For marginalized sections of societies



Record of Mutations and its updation

Property records updation and sale deed related services



Allowances for Dwarfs, destitute children

Allowances for various sections of society

Registration of Marriages

Citizen Information Resource Department



Old Age and Disability Pension

Department of Social Justice and Empowerment



Financial benefits to marginalized sections

On birth and for sustenance

Electricity connection

Electric meter, connection and billing related services



Business and Industries

Services for conveyance deed, food and drugs licences etc.



Loan schemes and scholarships for Financially weaker sections

For SC BC community, Women, and others

Financial benefits for marriage

Equity by facilitating inter caste marriages



Registration of deaths

Registration and compensation on death of labours or other compensatory services

Birth related services

Food and Electricity related

Property and Business related

Social Welfare Schemes

Marriage related

Old Age and Death related

Is the Act sufficient to ensure delivery of service?

7,00,00,000

Applications received on SARAL

70,00,000

Applications delivered outside RTS
timelines

7

Appeals filed to the HRTS
Commission

Real Crux is the
implementation of
the Act

Above data is till June, 2021



What made the Haryana RTS Act to not work properly?

1

Lack of awareness amongst citizens

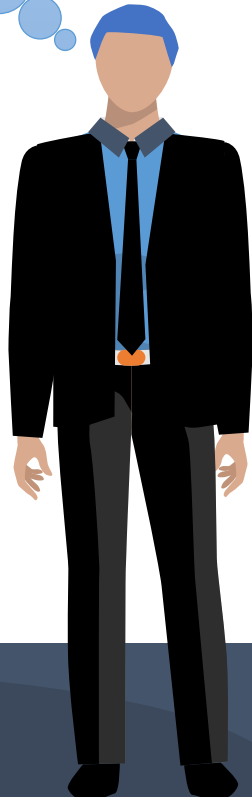
2

Inconvenient procedure for filing and tracking of appeals

3

No IT enabled platform for filing appeals

An automatic appeal mechanism was found to be a solution to all these problems.



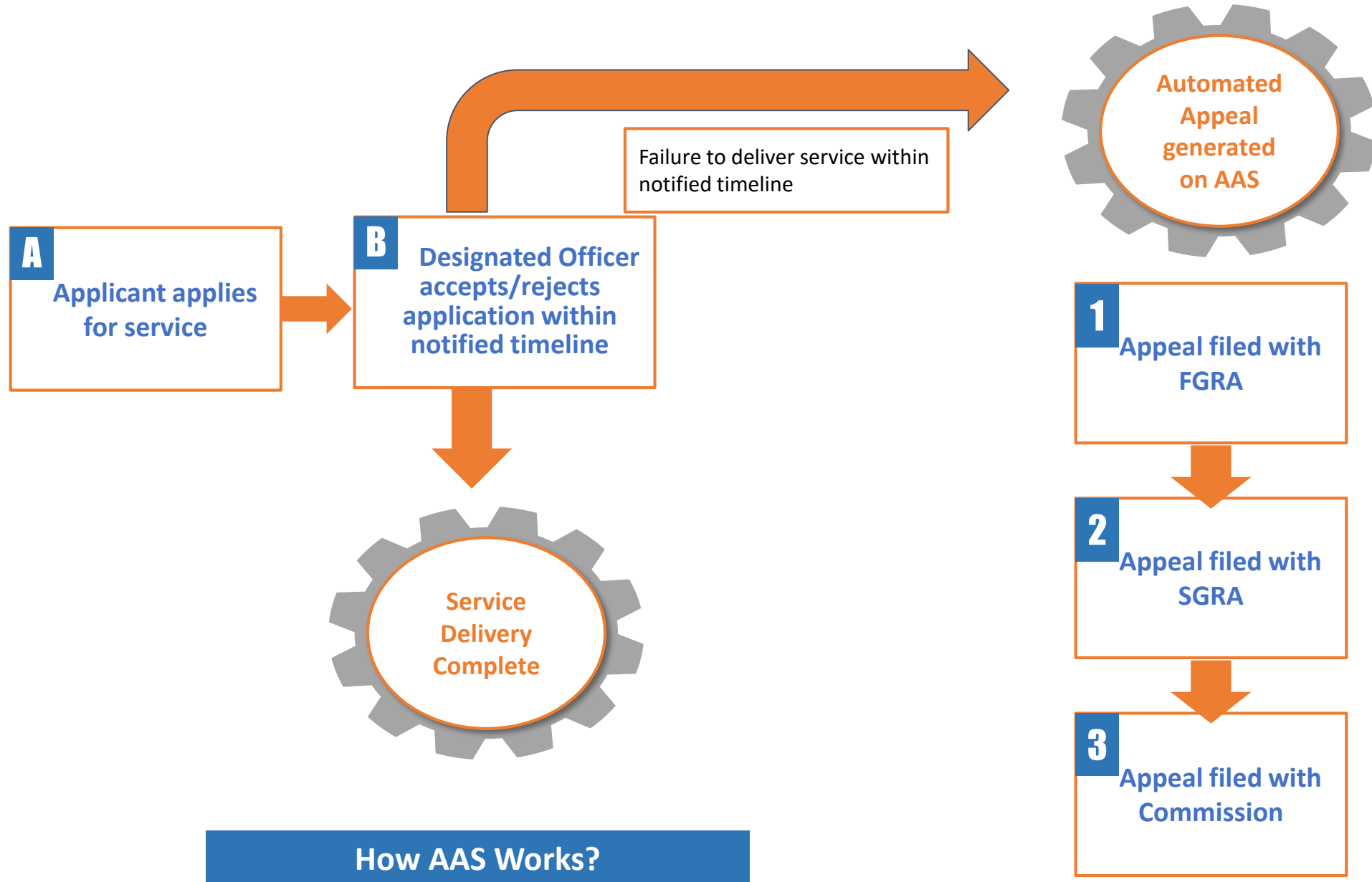


AAS | Auto Appeal
System
POWERED BY ANTYODAYA SARAL

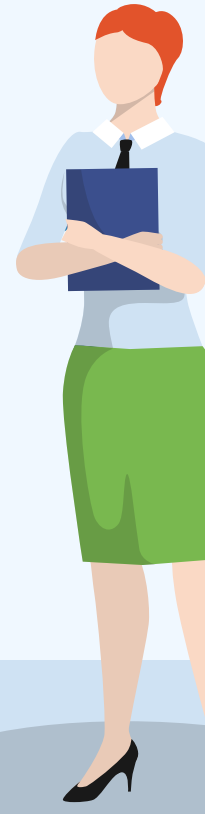
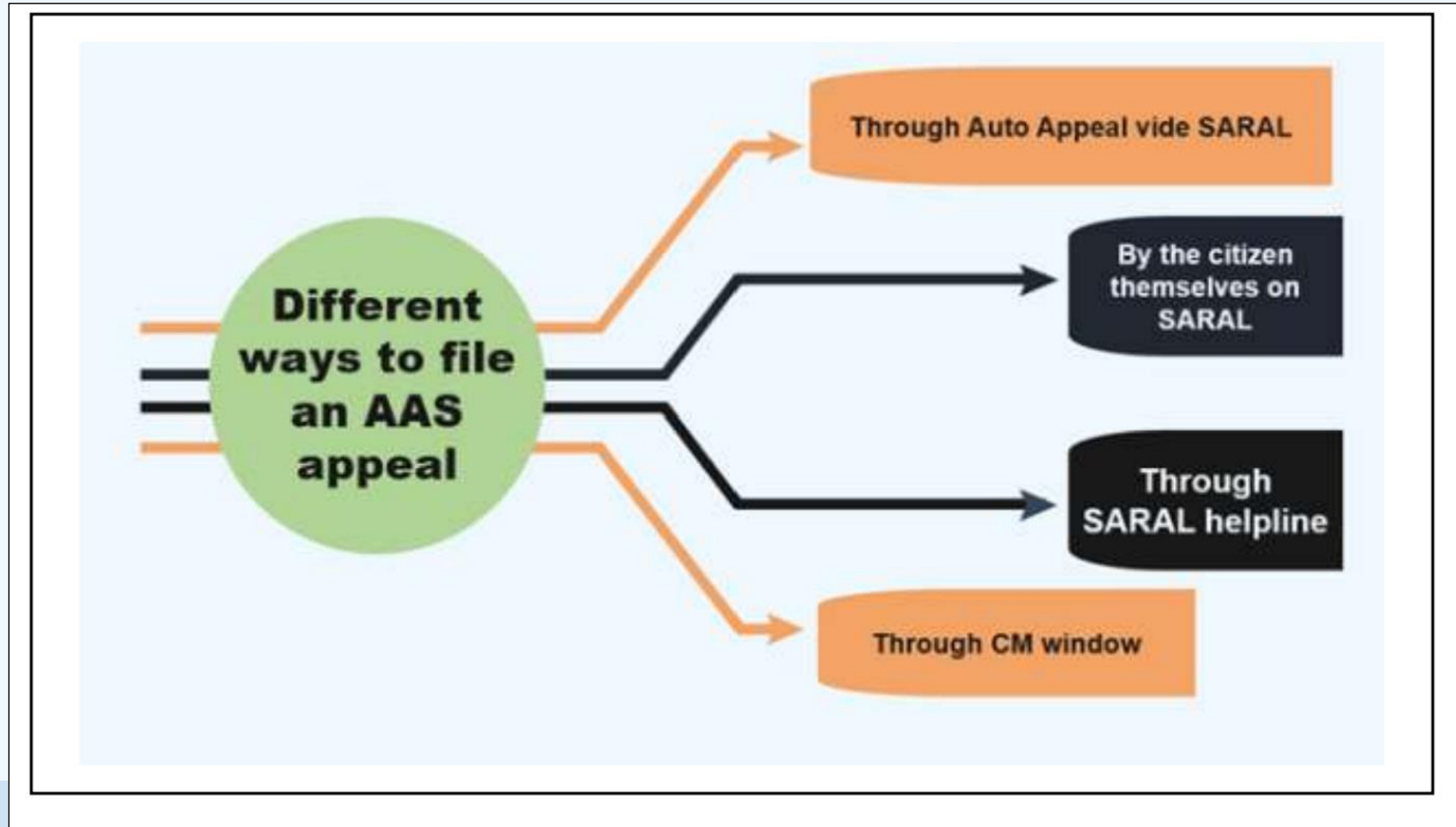


Hon'ble Chief Minister, Haryana launched the Auto Appeal System (AAS) on 01.09.2021

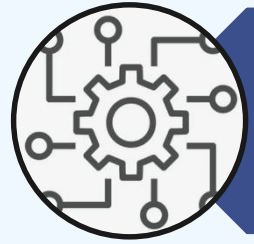
AAS enables a robust appellate mechanism



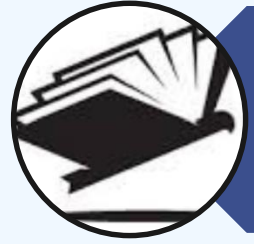
Procedure of filing an appeal on AAS



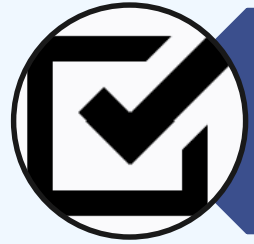
Salient Features of AAS



Automated Operation System



Promote Transparency



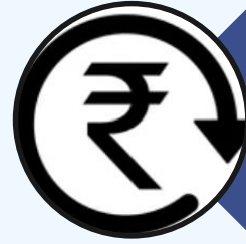
Promote Accountability
through Live Digital Oversight



Online Appeal & Revision
Process



Paperless Working



Reduce legal burden &
cost



Good Governance



SMS update at every
stage

**41 Departments
439 Services**

**13,64,362
Total appeals raised**

**13,35,315 (97.9%)
Total appeals
disposed**

AAS dashboard as on 29.08.2024

**12,20,458
Appeals raised
with FGRA**

**1,41,374 Appeals
raised with SGRA**

**2,530
Appeals raised with
the Commission**



**Preventive
measures taken
to keep number
of Revisions to
the Commission
in check**



Meeting with Haryana Cabinet and MLAs to make them understand AAS

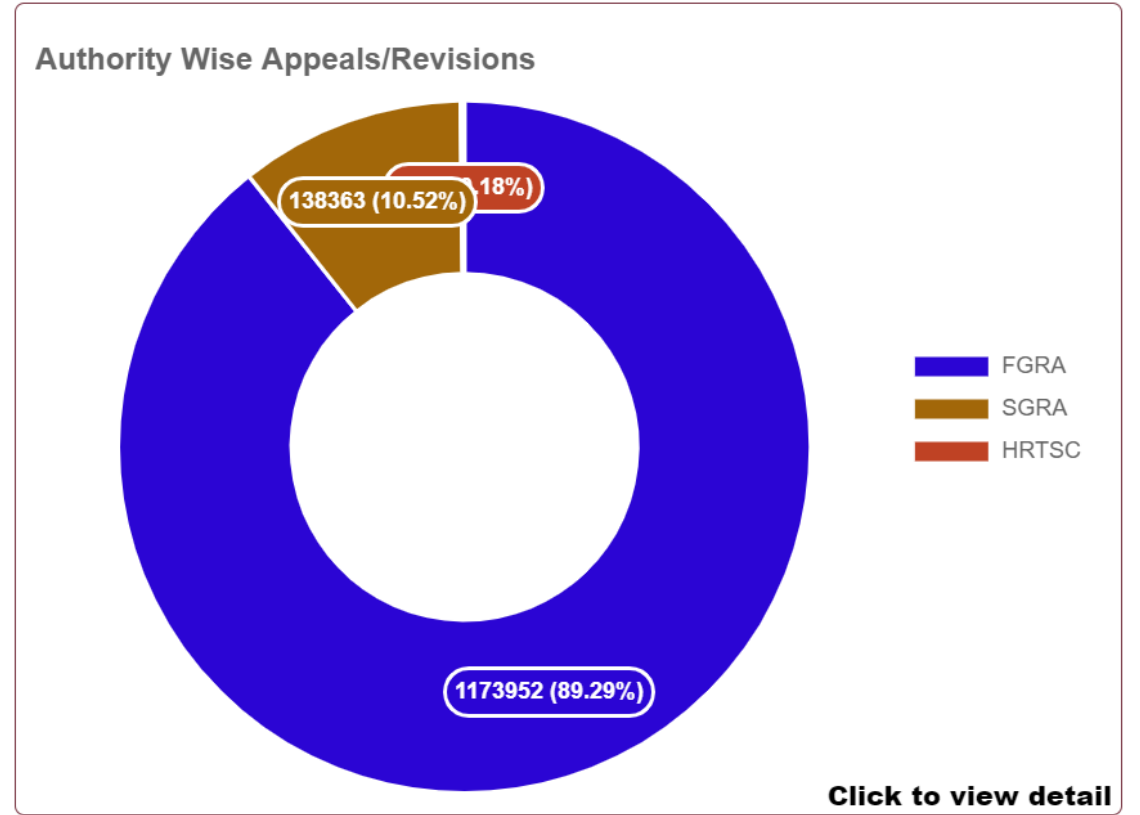
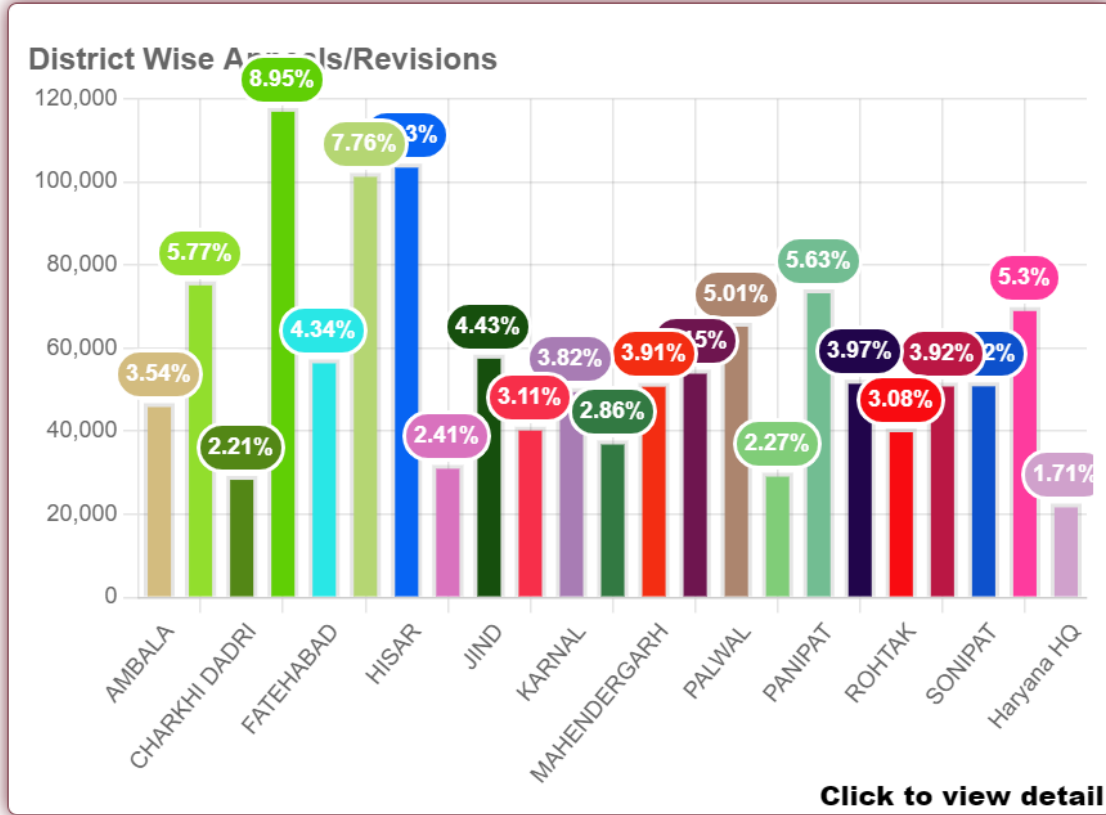


Regular district visits for monitoring purposes




Over 300 notices have been issued under section 17(1)(d), section 17(1)(h), and suo-moto notices under section 17(1)(b) to IAS/IPS officers and senior officials in Haryana, including Additional Chief Secretaries, the Director General of Police, the Principal Chief Conservator of Forests, and others.

Utilizing AAS dashboard for enhanced delivery analysis



The data is used to take preventive measures so that Commission does not receive bulk revisions.

Regular advisories issued to DOs, FGRAs & SGRAs to keep them active

 **HARYANA RIGHT TO SERVICE COMMISSION**
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017
Website- <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050

No. 2657 Dated: 19.06.23

To

1. All Administrative Secretaries in the State.
2. All Head of the Department in the State.
3. All Deputy Commissioner in the State.

Subject: General instructions for guidance of Designated Officer under Section 17 (1) (g) of Haryana Right to Service Act, 2014.


Sir/Madam,

I have been directed to invite your kind attention on the subject cited above and to communicate that Section 17(1)(g) of the Haryana Right to Service Act, 2014 empowers the Commission to Issue general instructions for the guidance of *Designated Officers*, the *First Grievance Redressal Authority*, and the *Second Grievance Redressal Authority*. In exercise of this power, the Commission has issued General Instructions for guidance of the *Designated Officers*. A copy of these General Instructions has been annexed to this letter.

In this context, following is requested:

- i) Please take a note of these General Instructions in case you are the *Designated Officer* for any *notified Service*; and/or
- ii) Please disseminate the *General Instructions* to your subordinate

For DOs

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

No. HRSC/2024 986 Dated: 15.3.24

To

1. All Administrative Secretaries in the State.
2. All Head of the Departments in the State.
3. All Deputy Commissioners in the State.

Subject:- General instructions for guidance of FGRAs & SGRAs (In continuation with letter no. 2657 dated 19.06.23)

Sir/Ma'am,

1. With reference to the above mentioned subject, I have been directed to request that the DO's, FGRA's and SGRA's may be asked to apprise themselves of the spirit and provisions of the Haryana Right to Service Act, 2014.
2. In addition to this, it has come to the notice of the Commission that the date, time and venue of hearing is not timely and clearly communicated to the stakeholders. Even during the course of hearing, the appellants/ complainants are not dealt with properly, neither proceedings are communicated to them in a time bound manner. It is therefore requested that advisories may be issued to the FGRAs/ SGRAs under your control emphasizing the importance of explicitly specifying the date, time and venue of hearings. Additionally, a staff member of appropriate orientation may be deputed to deal/ coordinate with them during the course of the hearing.
3. In keeping with the spirit of the Act and the principle of natural justice, it is requested that proper intimation be sent to the appellant, he/she be heard and the decision taken be communicated to him/her and uploaded on the portal simultaneously.

(Vasishth)
Secretary,
Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in

For FGRAs & SGRAs

Conducting regular hearings through Video Conferencing



In its bid to optimize public service delivery in the State of Haryana, the Commission has been taking action on multiple fronts.



Complaints received through email/physical posts/telephonically.



Inquiries based on RTS performance reports (obtained through portals and self-reported by Departments).



Appeals received through the Auto Appeal System.

AAS has been praised at the state and national level



It is the dream of the country to take India forward on the digital path at a rapid pace so that the life of every citizen becomes easier. Digital India means opportunity for all, facility for all, participation of all.³⁸
- Narendra Modi

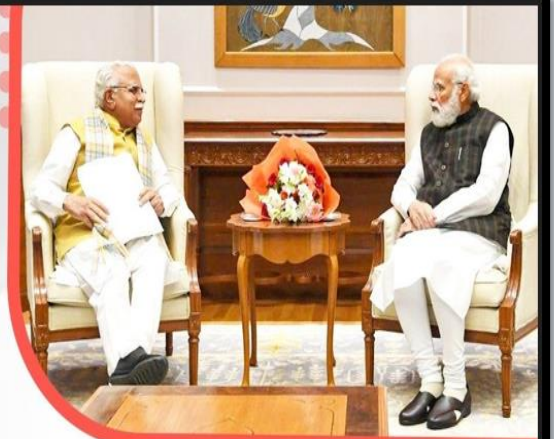
Auto Appeal System
Transparency & Accountability

- Automatic appeal of notified government services (604 services in 38 departments) to appellate authority, if the service is not provided within stipulated time.
- Haryana is the first state in the country to launch such a unique system.
- Haryana has implemented the Right to Service Act in true spirit.
- Automatic redressal of 8,93,086 grievances so far through Auto Appeal System.
- Penalty & departmental action against concerned employee/officer if the service is not provided within stipulated time.

सुशासन ही आधार, डबल इंजन हरियाणा सरकार

Information, Public Relations, Languages and Culture Department, Haryana

प्रधानमंत्री ने हरियाणा की योजनाओं को सराहा



ऑटो अपील सिस्टम

- तय समय पर लोगों के काम न होने पर, अपने आप वरिष्ठ अधिकारी के पास होगी अपील
- निर्धारित समय अवधि में कार्य न करने पर अधिकारी पर होगी कार्रवाई

मुख्यमंत्री अंत्योदय परिवार उत्थान

- ₹1.80 लाख से कम वार्षिक आय वाले परिवारों का किया जाएगा उत्थान
- ऐसे परिवारों के सदस्यों को उपलब्ध कराए जाएंगे रोजगार के अवसर



Replication of AAS: Jammu and Kashmir



#Badalta_KhiltaJammuKashmir

Ushering in a New Era of Digital Governance

Transparency | Accountability | Accessibility

AUTO APPEAL SYSTEM (AAS)



- Ensures citizen services as per Public Service Guarantee Act (PSGA) timelines.
- System to file Auto Appeal as and when PSGA timelines are breached.
- Gets activated when no action is taken within a defined time period.
- Guarantees timely delivery of services.

J&K-1st UT to integrate 300+ services with AAS under PSGA

The Commission received Copyright of AAS on 20.03.2024

हरियाणा सेवा का अधिकार आयोग को मिला 'ऑटो अपील सॉफ्टवेयर' के 'कॉपीराइट' का अधिकार

चंडीगढ़, 27 मार्च (बंसल): हरियाणा सेवा का अधिकार आयोग ने एक मील का पत्थर स्थापित करते हुए 'ऑटो अपील सॉफ्टवेयर' (आस) के लिए 'कॉपीराइट' के अधिकार को हासिल करने में सफलता प्राप्त की है। हरियाणा सेवा का अधिकार आयोग के एक प्रवक्ता ने बताया कि हरियाणा सेवा का अधिकार आयोग के पास अब ऑटो अपील सॉफ्टवेयर के सभी अधिकार हैं। उन्होंने बताया कि इस उपलब्धि को हासिल करने में आयोग के मुख्य आयुक्त टी.सी. गुप्ता का अहम योगदान रहा है क्योंकि उनके प्रयासों से ही इस कॉपीराइट को हासिल किया गया है। उन्होंने बताया कि आस के लेखक आयोग के मुख्य आयुक्त टी.सी. गुप्ता हैं और अब इसकी आनरशिप हरियाणा सेवा का अधिकार आयोग को सौंप दी गई है अर्थात अब ऑटो अपील सॉफ्टवेयर

से संबंधित कॉपीराइट का अधिकार हरियाणा सेवा का अधिकार आयोग को मिल गया है।

11,56,595 अपीलों का निपटान भी किया जा चुका

ऑटो अपील सॉफ्टवेयर देश में पहला ऐसा सॉफ्टवेयर है जिसके कारण शिकायतकर्ता को अपील दर्ज कराने के लिए कुछ भी करने की आवश्यकता नहीं है। ज्ञात रहे कि आस के माध्यम से बुधवार तक 11,70,766 अपील दर्ज की गई हैं, जिनमें से 11,56,595 अपीलों का निपटान भी किया जा चुका है, जिसका अर्थ है कि आस में अपील निपटान दर 98.8 प्रतिशत है। हरियाणा देश का पहला ऐसा राज्य है जिसने यह सुविधा आस के माध्यम से अपने नागरिकों को प्रदान की है। इसे अन्य राज्य भी अपने यहां पर क्रियान्वित करने का विचार-विमर्श कर रहे हैं।







Extracts from the Register of Copyrights

प्रतिलिप्यधिकार कार्यालय, भारत सरकार | Copyright Office, Government Of India

दिनांक Dated: 20/03/2024

1. पंजीकरण संख्या/Registration Number	SW-18475/2024
2. आवेदक का नाम, पता तथा राष्ट्रियता Name, address and nationality of the applicant	HARYANA RIGHT TO SERVIC COMMISSION, SCO-38,39, SECTOR-17, CHANDIGARH-160017 INDIAN
3. कृति के प्रति लिप्यधिकार में आवेदक के हित की प्रकृति Nature of the applicant's interest in the copyright of the work	OWNER
4. कृति का वर्ण और वर्णन Class and description of the work	COMPUTER SOFTWARE WORK
5. कृति का शीर्षक Title of the work	AAS-AUTO APPEAL SOFTWARE
6. कृति की भाषा Language of the work	ENGLISH
7. रचयिता का नाम, पता और राष्ट्रियता तथा यदि रचयिता की मृत्यु हो गई है, तो मृत्यु की तिथि Name, address and nationality of the author and if the author is deceased, date of his decease	TRILOK CHAND GUPTA, SCO-38,39, SECTOR-17, CHANDIGARH-160017 INDIAN
8. कृति प्रकाशित है या अनकाशित Whether the work is published or unpublished	UNPUBLISHED
9. प्रथम प्रकाशन का वर्ष और देश तथा प्रकाशक का नाम, पता और राष्ट्रियता Year and country of first publication and name, address and nationality of the publisher	N.A.
10. बाद के प्रकाशनों के वर्ष और देश, यदि कोई हो, और प्रकाशकों के नाम, पते और राष्ट्रियताएं Years and countries of subsequent publications, if any, and names, addresses and nationalities of the publishers	N.A.
11. कृति में प्रतिलिप्यधिकार सहित विभिन्न अधिकारों के स्वामियों के नाम, पते और राष्ट्रियताएं और समुद्रानुमति और अनुज्ञापत्रों के विवरण के साथ प्रत्येक के अधिकार का विस्तार, यदि कोई हो। Names, addresses and nationalities of the owners of various rights comprising the copyright in the work and the extent of rights held by each, together with particulars of assignments and licences, if any	HARYANA RIGHT TO SERVIC COMMISSION, SCO-38,39, SECTOR-17, CHANDIGARH-160017 INDIAN
12. अन्य अधिकारों के नाम, पते और राष्ट्रियताएं, यदि कोई हों, जो प्रतिलिप्यधिकार वाले अधिकारों को समन्वित करने या अनज्ञापित देने के लिए अधिकृत हों।	N.A.





Future Trends in RTS/ Way Forward



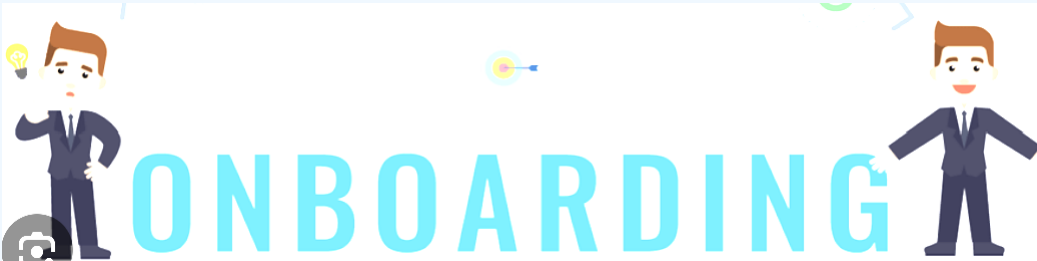
Providing Services on Pro-active basis

S.No	Services that are being provided pro-actively in Haryana	Date since the service is pro-active
1.	Old Age Pension	07.04.2022
2.	SC Certificate	07.04.2022
3.	BC Certificate	22.08.2022
4.	OBC Certificate	15.09.2023
5.	Divyang Pension	19.04.2023
6.	Vivah Shagun Yojna	01.12.2022



हरियाणा में
पेंशन के
लिए दफ्तरों
के नहीं
काटने
चक्कर

**Ensuring Availability of all services
in Online Mode**



**On-boarding of all services on AAS
Portal**

**Auto-Population of form fields from
PPP and other sources**

AUTO POPULATE

All the documents related to services should be a part of Digilocker



PORTAL BREAKDOWN

Portals' breakdown to be a notified service

Strengthening of RTS Acts across all the states

RTS ACT



Process re-engineering meetings for various services and revisiting timelines



HARYANA RIGHT TO SERVICE COMMISSION
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017
Website- <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050

To

The Additional Chief Secretary to Government Haryana,
PWD Department.

Memo No. 4346

Dated: 11.10.23

Subject:- Process Re-engineering and Revision of Timelines under the Haryana Right to Service Act, 2014.

Sir,

I am directed to invite your kind attention to our letter no. HRSC-02/2/2022/3427 dated 4th August, 2023 vide which you are requested to attend a meeting on 7th August, 2023 at 11.30 am under the chairmanship of Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, to discuss certain issues pertaining to the notified service i.e "Clearance for entry/exit from State Highway/Scheduled Road". Following persons attend the meeting on your behalf:

1. Sh. Y. M. Mehra, Chief Engineer (NABARD), PWD (B&R)
2. Sh. Harish Bhatia, System Executive Officer, PWD (B&R)
3. Sh. Jai Singh, Executive Engineer, PWD (B& R)

PWD Department



HARYANA RIGHT TO SERVICE COMMISSION
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017
Website- <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050

No. HRTSC/Comp-198/Revenue/2023/866

Dated: 07.03.'24

To

The Additionl Chief Secretary to Govt. Haryana
Home Department,
Haryana Civil Secretariat,
Chandigarh

Subject: Regarding Review and Process Re-engineering Request for Marriage Registration Act, 2008.

Sir,

With reference to the email dated 01.02.2024 (copy enclosed) received from Sh. Amit Rohila and Ms. Komal Devi, residents of Village Mohla, Tehsil-Bass, District-Hisar, regarding the Haryana Compulsory Marriage Registration Act, 2008, the undersigned would like to bring to your kind attention to the observations made by the Commission.

The Commission notes that Sh. Amit Rohilla, the complainant, did not experience any benefit or convenience from the online mode of service delivery. According to Sr. no. 2 of Citizen Interface under the entitlement of Government orders for the Haryana Compulsory Marriage Registration Act, 2008, the following conditions are specified:

"(i) If registration is applied after 90 days upto 365 days of solemnization, the

Home Department



Happiness Stories

I had purchased one flat in Faridabad in August,2021. Consequently, I filed an online application for the transfer of name in DHVBN. On repeatedly calling DHVBN, there was always a standard reply “file is in process”. Then one day, I read about RTSC in newspaper. I emailed my complaint to the commission at rtsc-hry.gov.in. To my surprise, I received a reply within 30 minutes confirming that they have taken a note of our problem and it will be resolved soon. Again I got “shock” after 4-5 days – I received a call from DHVBN Office that problem has been resolved. I must say that RTSC is one department that has created an atmosphere that “yes work could be done in government department and that too in corruption free environment”

Deepti Srivastava, Kurukshetra, Haryana (sud1970@hotmail.com)
Received on 05.01.2022

I sincerely thank you for your cooperation in this regard. I had been following up on my case for the last 7 months and I was seeing no hope in this matter but when I came to know about you from Sh Sanjay Sharma sir and filed my complaint to you then I saw the light of hope. I was kind of broken after following up again and again with the Huda office and was under an impression of why we decided to move back to India from Singapore.

I can not describe my seven months' struggle in words and just a "THANK YOU" is not enough because I can't express my gratitude towards you for many sleepless nights, my restlessness, and my inner pain. I just want to convey to you that you guys are doing an amazing job and you are the most wonderful people I have ever met in Government offices. I salute and thank you from the core of my heart and wish that people like me will not suffer until you are there in the system.

Nishant Gupta, Kurukshetra, Haryana (nishantthebridge@gmail.com)

Received on 11.04.2022

Thank you

