

No. 7/8/2011-3AR
Government of Haryana
Chief Secretary's Office
Administrative Reforms Department

Dated Chandigarh the, 04th January, 2019

To

- (i) All the Administrative Secretaries to Govt. Haryana.
- (ii) All Head of Departments in Haryana.
- (iii) All the Chief Administrators and Managing Directors of Boards/Corporations in Haryana.

Subject:- Provision of automatic appeal for every citizen/applicant if his/her application is not delivered within RTS timelines.

Sir/Madam,

I am directed to address you on the subject cited above and to say that Govt. has decided that consent of the applicant shall be taken at the time of submitting the application regarding presuming auto appeal, in case there is breach of statutory limit of imparting service. As a consequence thereof, there will be no necessity to file separate appeal and appeal shall be deemed to have been filed automatically. If a citizen makes an application through electronic mode, a provision shall be made in the software regarding automatic appeal by Antyodaya Saral Portal on behalf of applicant.

2. The Second Grievance Redressal Authority, as the case may be, shall make payment of 50% or Rs. 1000/- whichever is less, to the applicant/appellant out of the penalty imposed by it and deposit the balance amount in the receipt Head of the State. A copy of receipt of payment by the applicant/appellant shall be forwarded to the Second Grievance Redressal Authority by the department.

This may kindly be brought to the notice of all concerned for compliance.

Yours faithfully,

Santosh
(Santosh Kumari) 4/1/19

Under Secretary, Administrative Reforms,
for Chief Secretary to Government, Haryana.
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