

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.*

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

Short title.

1. This Act may be called the Haryana Right to Service Act, 2014.

Definitions.

2. In this Act, unless the context otherwise requires,—

- (a) "Commission" means the Haryana Right to Service Commission constituted under section 12;
- (b) "days" means the working days referred to as the time limit;
- (c) "Designated Officer" means an officer as notified under section 3;
- (d) "eligible person" means a person who is eligible for obtaining services notified under section 3;
- (e) "First Grievance Redressal Authority" means an officer who is notified as such under section 3;
- (f) "prescribed" means prescribed by rules made under this Act;
- (g) "right to service" means a right to obtain the service within the notified time limit;
- (h) "Second Grievance Redressal Authority" means an officer who is notified as such under section 3;
- (i) "section" means a section of this Act;
- (j) "service" means service notified under section 3;
- (k) "State Government" means the Government of the State of Haryana;
- (l) "time limit" means maximum time to provide the service by the Designated Officer as notified under section 3.

R. Phaulker  
30/5/17

Legal Officer  
BPS Gane and Phaulker

9. Ls  
31/5/17



3. (1) The State Government on the recommendations of the Commission may, by notification from time to time, notify the services and time limit to which this Act shall apply. Notification of services, time limit, Designated Officers, First Grievance Redressal Authority, Second Grievance Redressal Authority.
- (2) The State Government may, by notification, notify the Designated Officer, First Grievance Redressal Authority and Second Grievance Redressal Authority.
4. The Designated Officer shall provide the service to the eligible person within the notified time limit. Providing of service.
5. (1) An eligible person shall make a duly filled in application to the Designated Officer for obtaining any service. Procedure for obtaining service.
- (2) The Designated Officer shall, on receipt of an application under sub-section (1), provide service or reject the application within the notified time limit and in case of rejection of application, shall record the reasons in writing and intimate the same to the applicant.
- (3) Every Designated Officer shall maintain detailed record of services applied for, in such format, as may be prescribed.
- (4) Notified time limit shall start from the date when requisite complete application for notified service is received by the Designated Officer or a person subordinate to him authorized to receive the application. Such application shall be duly acknowledged.
6. (1) Any eligible person, whose application for obtaining service is rejected under sub-section (2) of section 5 or who is not provided the service within the notified time limit, may file an appeal to the First Grievance Redressal Authority within thirty days from the date of rejection or the expiry of the notified time limit, as the case may be: First appeal.
- Provided that the First Grievance Redressal Authority may admit the appeal after the expiry of thirty days if it is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.
- (2) On receipt of an appeal under sub-section (1), the First Grievance Redressal Authority shall consider the matter and if, in its opinion the grievances of the 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, to appear before it in person and explain reasons thereof.
- (3) After affording an opportunity of 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. Decision in appeal shall be communicated to both the parties by registered post.

