



Haryana Right to Service Act, 2014

Why in News?

According to [Haryana Right to Service Commission \(HRTSC\)](#) chief commissioner, the [Auto Appeal System \(AAS\)](#) introduced under the **Right to Service Act, 2014** is a game changer in ensuring transparency and accountability in service delivery to citizens.

Key Points

- The HRTSC, reviewed the findings of an exhaustive study “**Comparative evaluation of implementation of Haryana Right to Service Act 2014**” conducted by Chandigarh-based **Institute for Development and Communication (IDC)**.
- The IDC study shows that Haryana has emerged as a leading state by **providing a robust grievances redressal forum**. The effective implementation of the auto appeal mechanism by HRTSC and imposing a fine on the defaulting officer is ensuring hassle-free services to citizens.
- To ensure timely and transparent delivery of public services, Chief Minister Manohar Lal Khattar launched the **AAS on September 1, 2021**.
 - Before AAS was launched, **there was a provision for the manual filing of appeals, in the event of a delay in service delivery**. However, it was cumbersome, leading to citizens not coming ahead to file appeals.
- Now if a person’s work is not done on time and that work comes under the purview of the Right to Service Act, then under the AAS, **the application goes to the appellate authority**.
 - Even then if no work is done, then the application moves to the higher authority. Still, **if work is not done at both these levels, then the application goes to the commission automatically**.
- The key findings of the study pointed out that among the beneficiaries **73% received the service as requested and 46% of beneficiaries were satisfied** with the overall application process.
- The findings also highlighted that the AAS has made the appeal system paperless and reduced legal burden and out-of-pocket costs earlier incurred by the citizens.

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- It was enacted with the sole **objective of providing an effective framework for time bound delivery of services** being provided by various government departments under the State of Haryana in order to promote transparency and accountability.
- The act has **empowered people to seek maximum advantage of services** in a hassle free, transparent and time-bound manner through an effective service delivery mechanism.
- The services delivered within the prescribed time limits and **without any hassle will enhance credibility of the government functioning**. This will also fulfill the maximum expectations of the people with regard to rendering of services by the Government.

