



जनस्वास्थ्य अभियांत्रिकी विभाग, हरियाणा
PUBLIC HEALTH ENGINEERING DEPARTMENT, HARYANA

Bays No. 13-18, Sector - 4, Panchkula - 134112
Ph. 0172-2561672 | Fax: 0172-2560237 | Website: wss.hry.nic.in
SNK Toll Free No. 1800-180-5678



From

The Engineer-in-Chief, Haryana,
Public Health Engineering Department,
Panchkula.

To

All Superintending Engineers,
&
All Executive Engineers,
Public Health Engineering Deptt., Hry.

Memo No. 91788 - 91859

Dated : 17/10/17

Subject :- Monitoring of Efficient & effective delivery of citizen-services in a time bound manner as per provisions in Haryana Right to Service Act -2014 to the citizens .

Kindly refer to subject cited above.

The Govt. of Haryana promulgated Haryana Right to Service Ordinance on 16.12.2013 and published the same in the Gazette on 19.12.2013. Thereafter, the Haryana Right to Service Act, 2014 (HRTS Act, 2014) was passed by the State Assembly and notified the same in the official Gazette on 26.03.2014.

The Haryana Right to Service Act, 2014 was enacted with the sole objective of providing an effective frame work for time bound delivery of services being provided by various government departments under the State of Haryana in order to promote transparency and accountability. For an effective implementation and to carry out the purpose of this Act, the State Govt. has also made the Haryana Right to Service Rules, 2014 and notified the same vide Notification no. 7/11/2014-3/AR dated 1st July, 2014.

As per para 6. (3) of above referred notification dated 1st July, 2014, "The penalty imposed under the Act shall be recovered in proportion to be fixed by the Second Grievance Redressal Authority from the salary or remuneration of the Designated Officers and/or any other officer/official involved in the process of providing such service".

In this regard, please find enclosed herewith Copy of news published in Dainik Bhaskar dated 02.10.2017 (Annexure-1) in which it has been published that PHED has been ranked at 10th place out of all the ten departments by attaining Service Delivery Index (SDI) as 4.0/10. **This performance of the departments is being ranked on the basis of following parameters:-**

- % Request within RTS
- Average Customer Rating



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Based on these parameters, a Service Delivery Index (SDI) is calculated

$$\text{Service Delivery Index(SDI)} = ((0.8 * \% \text{ of application within RTS}) + (0.2 * \text{Average Customer Rating})) / 10$$

Following 8 no. citizen-services of the PHE department are being delivered online which are also notified under RTS vide no. 7/31/2014-3AR dt. 15.02.2016 and 7/31/2014-3AR dated 01.06.2016 (Copy available on PHED Website home page under Citizen corner) The time line specified in this RTS notification is as under:-

Sr. No.	Name of Service	Time Limit	Name of PHED Portal
1.	Sanction of Water Supply Connection in the Rural and Urban areas	12 days	BISWAS
2.	Sanction of Sewerage Connection in Cities and MC Towns	12 days	
3.	Water Leakage/Over Flow pipes	3 days	SNK (Shikayat Nivaran Kendra)
4.	Sewerage/Blocked Over flow of Manholes	7 days	
5.	Restoration of Water Supply due to Minor problems	3 days	
6.	Restoration of Water Supply due to major problems	6 days	
7.	Restoration of Water Supply due to major problems i.e. burning of transformer other major electric fault etc. to recetified/repared by PHED	10 days	
8.	Issuance of duplicate water/sewer bill	3 days	BISWAS

It is observed that these citizen-services are very rarely delivered within time period specified in Right to Service (RTS) resulting in poor ranking for department. The ranking can be improved only, if above said citizens-services are delivered within stipulated time period. The status and performance reports of these services are available on the Dashboard of PHED Website which can be reviewed by each office.

In view of above, it is requested that above e-services be offered to the citizens in a time bound manner and also monitor the delivery of services on regular basis.

These instructions may be conveyed to all concerned. Copy of this instruction can be downloaded from the home page of departmental website.

DA/Annexure-1

Executive Engineer (Mont.).
For Engineer-in-Chief, Haryana.



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Endst. No. 91861-91875 Dated 17/10/17

A copy of the above is forwarded to the following for kind information and further necessary action please:-

1. Chief Engineer, (Rural/ Prog./ Project/ Urban/ Mech.) Dir.(WSSO), Public Health Engineering Deptt.
2. All Superintending Engineer / Executive Engineer, PHED, Head- office, Panchkula.

It is requested to take suitable steps so that above citizen services are delivered within stipulated time.

Executive Engineer (Mont.),
For Engineer-in-Chief, Haryana.

‘वेस डिलीवरी इंडेक्स बनेगा, अफसरों को जाएगा रिमाइंडर, ‘सरल’ प्लेटफॉर्म पर होंगी सभी सरकारी सेवाएं
पब्लिक फीडबैक से शुरू रैंकिंग में गृह, स्वास्थ्य और बिजली समेत 9
महत्वमों में 10 अंक किसी को नहीं, अब हर विभाग में लागू होगी त्यक्स्था

आम आदमी की जिंदगी हो सरल

हर काम के लिए एक नाम

रियोगा में अब तमाम नागरिक सेवाओं से जुड़े सभी विभागों की पब्लिक नीतिबैक के आधार पर परफॉर्मेंस रैंकिंग करनी। इसमें यह पता चलता कि कौन से विभाग अच्छा काम कर रहा है और कौन खराब। हाई रैंकिंग पब्लिक प्रोजेक्ट के तौर पर शुरू की गई इस व्यवस्था में खाद्य एवं नागरिक आपूर्ति, ग्रह एवं वायु प्रदूषण, समाजिक न्याय एवं औद्योगिक और बिजली समेत 9 मंत्रालयों में से कोई भी 10 अंक नहीं मिल सकता है।

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विभाग में अब नहीं चलेगी फाइलिंग प्रक्रिया

सरल पोर्टल पर उपलब्ध सेवाओं की संबंधित विभागों में कोई फाइलिंग प्रक्रिया नहीं होगी। सभी टच पब्लिक सैरि इशिया बैंक, अटल सेवा केंद्र और हेल्पलाइन आदि को इंटीग्रेटेड (साथ जोड़ा) जाएगा। कोशिश होगी कि उपर्युक्त स्तर पर उपलब्ध एक ही टच पब्लिक पर सभी सेवाएं उपलब्ध हों। यह भी प्रयास रहेगा कि आम नागरिक को सरकारी कार्यालय से कम से कम बचता रहे। इसके लिए 385 नागरिक सेवाओं को चिन्हित किया गया है। इनकी दो श्रेणियां बनाई गई हैं। इनमें पहली वे सेवाएं हैं जो स्टेकर की ओर से नागरिकों को दी जाती हैं। दूसरी वे सेवाएं जो डिवायस से जुड़ी हैं। सरकार ने जुड़े जो विभाग अभी भी ऑनलाइन सेवाएं दे रहे हैं, उन्हें भी केलेटराशन पिच गया है। कोई एक सेवा देने वाले एन-2 और दूसरे कम वाली को एन-1 और एन-0 के रूप में रखा गया है। एन-0 से मतलब विभाग में चारा क्या ऑपरेटेशन है, लागत या 20 विभाग इस श्रेणी में हैं। इनमें टेक्नोलॉजी के साथ जोड़कर अपग्रेड किया जाएगा।

काशी हिन्दू विश्वविद्यालय

सौर्य एवं ज्वारोत्थक अपूर्ण विभाग :	8.1	वागरीकों की सुविधाओं के लिए
उत्तर उत्तरिण्यम विभाग व विजली वितरण विभाग :	8.1	अभी विजली, पानी, नगर विभाग,
महिला हरियरगण विभाग व वितरण विभाग :	8.0	पुलिस और अन्ध कई विभागों
वृजस्य एवं आगद प्रबंधन विभाग :	7.9	के अन्ध-अन्ध नन्द हैं। आम
गृह एवं वन्य व वन्य एवं विभाग :	7.7	अदरकी के लिए ये नन्द द्यद रव
सामाजिक व वन्य एवं विभाग :	7.0	मान सम्य नन्ही हो पाता है। अब
वारी स्थान्य व वन्य विभाग :	6.7	सम्यार वारी कोशिय है कि समी
हरियरगण शरीर व वन्य प्रधिकरण :	6.8	विभागों, बंद, कॉन्पेरेशन आदि के
जन स्थान्य अन्धरगण विभाग :	4.0	लिए केवल सिमल हेल्पान्डन हो।

(पॉरिटर पोजर के लव इन विभागों की
पब्लिक पॉरिटर के आधार पर 10 नवंबर में
विक्रय की गई है।)

लोगों की दिक्कतें कम
करना प्राथमिकता: सीएम

संस्कार काम से काम शसन,
अधिकतम सुखसम पर काम
कर रही है। लगे वक जीवन सरल
हो। अने काम से काम दितरने हो।
सकरी कार्यलयो मे जवाबदर
यकर पर न लगने पड़े। अरु काम
करने पड़े अधिकारी-कर्मचारियो को
मे पोरतरेहन मिले। श्रमन-पशमन
ने पूरी परतरेहन हो। यहे हमरी
प्राथमिकता है।
मुख्यमंत्री हरिवाण

हरियाणा में राजस्थान व एमपी की तर्ज पर हर थाने में ग्रेडिंग सिस्टम होगा लागू

॥ श्री गणेशाय नमः ॥

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प्रवीण शर्मा | पटना/बिहार

अब प्रदेशपर के धानों में आने वाली शिकायतों और पुलिस कमचारियों की कार्यशैली पर उच्च अधिकारियों की नजर रहेगी। हरियाणा पुलिस विभाग अब प्रदेशपर के धानों में राजस्थान व मध्य प्रदेश की तर्ज पर ग्रेडिंग सिस्टम लागू करने जा रहा है। इसे शुरू करने को लेकर झीजीपी बीएस सधू ने जोन के हिस्सा से सभी आईजी को अपने-अपने इलाकों संबंधित धानों की ग्रेडिंग रिपोर्ट मांगी है। आईजी की तरफ से सभी जिला स्तर के एस्पपी को भी पत्र जारी किया गया है। सभी थानेदार अपने-अपने धानों के केस, शिकायतों की रिपोर्ट देंगे। जिसमें पता चलेगा कौन सा धाना केस सुलझने में आगे और किस धाने में कितनी शिकायत पड़ी है। उनकी स्टेट्स रिपोर्ट क्या है। सभी जानकारीयाँ उच्च अधिकारियों को धाने संबंधित भेजनी होंगी। ग्रेडिंग सिस्टम के आधार पर धानों को नंबर दिए जाएंगे।

—मुद्रयन्त्रिहरिचरण

नंवर दिगु जागो ।

15 14 13 12 11 10 9 8 7 6 5 4 3 2 1

॥ श्रीः त स्मै ॥

नि दीडिया रो समन अ

आदि शिवजी के

199		मत्स्य पालकों को राजकीय मत्स्य बीज फार्मों से मत्स्य बीज सप्लाई की सेवाएँ—मत्स्य बीज संचय करना।	मास फरवरी/मार्च/जुलाई/अगस्त/सितम्बर	सभी जिला मत्स्य अधिकारी एवं मुख्य कार्यकारी अधिकारी, मत्स्य किसान विकास एजेंसी तथा सभी मत्स्य फार्म प्रबन्धक	सभी मण्डलीय उप निदेशक मत्स्य	निदेशक मत्स्य पालन विभाग, हरियाणा।
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डी० एस० डेसी,
मुख्य सचिव, हरियाणा सरकार।

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:-

Schedule

Sr. No.	Name of the Department	Name of Service	Given Time Limit	Designated Officer	First Grievances Redressal Authority	Second Grievances Redressal Authority
1	2	3	4	5	6	7
1.	Revenue	(i) Certified copies of all documents at Fard Centre level i.e. Record of Rights (Jamabandi), Girdawri, Mutation, etc.	1 day	Duty Patwari I	Tehsildar of concerned Tehsil	SDM of the Concerned Sub Division.
		(ii) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawri, mutation, etc. (if the copies sought are manual and number of pages sought is less than 5)	2 days	Patwari	Tehsildar of concerned Tehsil	SDM of the Concerned Sub Division
		(iii) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawri, mutation, etc. (if the copies sought are manual and number of pages sought is more than 5 but less than 15)	3 days	Patwari	Tehsildar of concerned Tehsil	SDM of the Concerned Sub Division.
		(iv) Certified copies of all documents at Village level i.e. Record of Rights (Jamabandi), Girdawri, mutation, etc. (if the copies sought are manual and number of pages sought is more than 15)	7 days	Patwari	Tehsildar of concerned Tehsil	SDM of the Concerned Sub Division

		<p>iii) High Hazard (G-3) Less than 15 meters in height with plot area above 4000 square meters but less 8000 square meters.</p> <p>g) Storage Buildings (H) Below 15 meters in height with plot area above 4000 square meters but less than 8000 square meters.</p>				
43	Urban Local Bodies	Approval and renewal of fire fighting scheme in case of Building as per nomenclature of National Building code in case of not covered at sr. no. 41 & 42.	60 days	Fire Station Officer	Director, Urban Local Bodies	Addl. Chief Secretary Urban Development
44	Urban Local Bodies	Change of owner/occupier in Property Tax Register (Except in death case)	15 days	Secretary/E.O./ Zonal Taxation Officer in concerned Municipal Committee/ Council/ Corporation	S.D.O. (C) of the concerned Sub Division in case of Municipal Committee and Council, Joint Commissioner of the concerned corporation in case of Municipal Corporation.	Deputy Commissioner of Concerned District in case of Municipal Committee and Council, Commissioner of the concerned corporation in the case municipal Corporation.
45	Urban Local Bodies	Change of owner/occupier in Property Tax Register in death case	45 days	Secretary/E.O./ Zonal Taxation Officer in concerned Municipal Committee/ Council/ Corporation	S.D.O. (C) of the concerned Sub Division in case of Municipal Committee and Council, Joint Commissioner of the concerned corporation in case of Municipal Corporation.	Deputy Commissioner of Concerned District in case of Municipal Committee and Council, Commissioner of the concerned corporation in the case municipal Corporation.
46						
47						
48	Public Health Engg.	(i) Sanction of water supply connection in the Rural and Urban areas.	12 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
		(ii) Sanction of sewerage connection in Cities and MC Towns	12 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
49	Public Health Engg.	(i) Water Leakage/ Over Flow pipes	3 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
		(ii) Sewerage/ Blocked/ Over flow of Manholes.	7 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED

		(iii). Restoration of Water Supply due to minor problems i.e. fault in pumping machinery, electric wiring, distribution systems etc.	3 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
		(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	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
		(v). Restoration of Water Supply due to major problems i.e. burning of transformer, other major electric fault etc. to rectified/repared by PHED.	10 days	Concerned SDE of PHED	Concerned EE of PHED	Concerned SE of PHED
50	Power	Normal fuse off call				
		In cities and town	4 hours	Concerned Lineman/ Complaint center in charge of the shift	JE [In charge]	SDO[OP]
		In rural area	16 hours	Concerned Lineman/ Complaint center in charge of the shift	JE [In charge]	SDO[OP]
51	Power	Overhead line breakdowns		JE [In charge]	SDO[OP]	XEN[OP]
		In Cities and Town	8 hours			
		In Rural area	16 hours	JE [In charge]	SDO[OP]	XEN[OP]
52	Power	Overhead line breakdowns due to breakage of poles.		JE [In charge]	SDO[OP]	XEN[OP]
		In Cities and Towns	12 hours			
		In Rural Area-	24 hours	JE [In charge]	SDO[OP]	XEN[OP]
53	Power	Underground cables breakdown		JE [In charge]	SDO[OP]	XEN[OP]
		In Cities & towns	48 hours			
		In Rural Area	48 hours	JE [In charge]	SDO[OP]	XEN[OP]
54	Power	Distribution Transformer failure		JE [In charge]	SDO[OP]	XEN[OP]
		In Cities and Towns	24 hours			
		In Rural Area	48 hours	JE [In charge]	SDO[OP]	XEN[OP]
55	Power	Major Power failure involving power transformer/equipment	7 days	XEN/ Construction	SE[OP]	CE[OP]
		Alternate arrangement to restore the supply in the affected area	24 hours			

HARYANA GOVERNMENT
ADMINISTRATIVE REFORMS DEPARTMENT

Notification

The 1st June, 2016

No. 7/31/2014-3AR.— In exercise of powers conferred by Sub-sections (1) and (2) of Section 3 of the Haryana Right to Service Act, 2014 (4 of 2014), the Governor of Haryana, on the recommendation of the Commission hereby makes the following amendment in the Haryana Government, Administrative Reforms Department Notification No. 7/31/2014-3AR, dated the 15th February, 2016, namely:—

Amendment

In the Haryana Government, Administrative Reforms Department, Notification No. 7/31/2014-3AR, dated the 15th February, 2016, in the schedule,—

(i) against serial number 47, under columns 2, 3, 4, 5, 6 and 7, the following entries shall be inserted, namely:—

	2	3	4	5	6	7
	"Public Health Engineering Department	Issuance of duplicate water/sewer bill	3 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer";

(ii) against serial number 189, under columns 3, 4, 5, 6 and 7 of after item (iv) the following items shall be inserted, namely:—

	3	4	5	6	7
	"(v) renewal of License for contractors under the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 (Central Act No. 37 of 1970)	26 days	Concerned Deputy Labour Commissioner	Labour Commissioner	Additional Chief Secretary Labour and Employment
	(vi) Renewal of factory license under the provisions of the Factories Act, 1948 (Central Act No. 63 of 1948)	45 days	Additional Director-cum-Additional Chief Inspector of Factories Haryana	Labour Commissioner-cum-Chief Inspector of Factories Haryana	Additional Chief Secretary Labour and Employment
	(vii) Renewal of registration certification under the provisions of the Punjab Shops and Commercial Establishments Act, 1958 (Punjab Act 15 of 1958)	15 days	Labour Inspector	Assistant Labour Commissioner	Labour Commissioner".

D. S. DHESI,
Chief Secretary to Government Haryana.