

From

Joint Labour Commissioner (Admn.),  
Haryana, Chandigarh.

To

1. Addl. Director cum Addl. Chief Inspector of Factories,  
Haryana.
2. Addl. Labour Commissioner, H.Q.  
Haryana, Chandigarh.
3. All Joint Director, Industrial Safety and Health, in the State
4. All Deputy Director, IS & H & I.H., Haryana in the State
5. All Deputy Labour Commissioner, in the State
6. All Assistant Director, IS & H, in the State
7. All the Assistant Labour Commissioners, in the State
8. All the Labour Inspectors in the State

No. 38341-510 Dated: 2/12/22  
Subject: Delivery of online services of Labour Department under RTS Act within  
timeline.

As you aware that 8 online services of this department are notified under the Haryana Right to Service Act, 2014. The main aim of the Government has empowered people to seek maximum advantage of services in a hassle free, transparent and time bound manner through an effective service delivery mechanism. For the delay of delivery in services to the citizens in the prescribed timelines Hon'ble C.M. Haryana has launched Auto Appeal System on 1.9.2021 for filing of system generated appeals. In the recent past days it has come to the notice of Additional Chief Secretary to Govt. of Haryana, Labour Department & Worthy Labour Commissioner that a total number of 7356 system generated appeals were received under the Auto Appeal System. It shows the poor performance of the Designated Officers/officials for providing the delivery of services to the citizens within prescribed timeline under the Right to Service Act, 2014. In this regard Additional Chief Secretary to Govt. of Haryana, Labour Department & Worthy Labour Commissioner has taken a serious view for providing the services to the citizens within prescribed timelines.

All the Designated officers/officials are directed to provide the online notified services of this department to the citizens as per prescribed timelines under the Right to Service Act, 2014 and to maintain the record of the services under the Act. Failing which the concerned designated officers/officials are fully responsible for the disciplinary action taken by the competent authority. This may be treated as Most Urgent.

(Neera Sharma)  
Joint Labour Commissioner (Admn.)  
Labour Department, Haryana,  
Chandigarh.

Endst. No. 38511-512

Dated: 2/12/22

A copy of the above is forwarded to the following for the information of Worthy ACS Labour & Worthy Labour Commissioner please:-

1. Private Secretary/Additional Chief Secretary to Govt. of Haryana, Labour Department.
2. S.S.S./Labour Commissioner, Haryana.

(Neera Sharma)  
Joint Labour Commissioner (Admn.)  
Labour Department, Haryana,  
Chandigarh.