

File No. HRSC-020002/2/2025/ 403

Dated: 31<sup>st</sup> Jan 2025

To

The Chief Administrator,  
Haryana State Agricultural Marketing Board.  
E-mail: [cfa.hsamb@gmail.com](mailto:cfa.hsamb@gmail.com)

No. PS/CA 353

Date 6/2/25

CFMS-2696-2025-2934

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6/2/25

**Subject: Recommendation for notification of two new services under the Haryana Right to Service Act, 2014**

CA, HSAMB Sir,

I am directed to refer to the subject mentioned above. While addressing a revision escalated through the CM Window on the AAS portal by the complainant Sh. Madan Sethi, the Commission learnt about the issues being faced by the public due to non-maintenance of public washrooms.

2. The maintenance of public washrooms is a fundamental public service that significantly impacts public health and hygiene. Given the growing urban population and increasing traffic in public spaces, it is essential to ensure that these facilities are clean, accessible and well-maintained. Unfortunately, the absence of a defined framework for the timely upkeep and repair of such facilities often results in delays, poor quality of service and public dissatisfaction.

3. Section 17 (1) of the HRTS Act, 2014 provide as under:-

"17(1) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose, the Commission may, -


(a) to (e) .....

(f) Recommend additional services to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of this Act"

Therefore, it is recommended that services, namely '**Cleanliness of public washrooms**' and '**Repair and maintenance of public washrooms**' be notified as two separate services under the Haryana Right to Service Act, 2014, with clear timelines for response and resolution of issues. The service 'cleanliness of public washrooms' would ensure that the washrooms are kept clean, hygienic and safe for public use. It involves regular cleaning, trash removal, restocking supplies, odor control, surface disinfecting, etc. whereas the 'repair and maintenance of public washrooms' focuses on ensuring that the washroom facilities remain fully operational, safe and in good working order. It typically includes plumbing maintenance, fixture repairs, lighting and ventilation, flooring and wall repairs, etc.

4. It is hoped that your Department will give due consideration to this recommendation, which aims to improve urban infrastructure and the quality of life for Haryana's residents. In this regard, you are requested to furnish your response/ comments to the Commission by **18<sup>th</sup> February 2025 ONLY** through email at the Commission's email ID: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in), physical copy must not be sent. The reply being sent must mention the name and designation of the signatory without which the same will not be entertained.


This issues with the approval of Worthy Chief Commissioner, HRTSC.

  
(Sube Khan)  
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. HRSC-020002/2/2025/ 404

Dated: 31<sup>st</sup> Jan 2025


A copy of the above is forwarded to the Chief Secretary to Government of Haryana, General Administration Department (Administrative Reforms), Haryana Civil Secretariat, Chandigarh ([supdt-ar.cse@hry.gov.in](mailto:supdt-ar.cse@hry.gov.in)) for information and further necessary action, please.

  
(Sube Khan)  
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. HRSC-020002/2/2025/ 405

Dated: 31<sup>st</sup> Jan 2025

A copy of the above is forwarded to the Additional Chief Secretary to Government of Haryana, Agriculture and Farmers Welfare Department, Chandigarh (e-mail: [agriharyana2009@gmail.com](mailto:agriharyana2009@gmail.com)) for information and further necessary action, please.

  
(Sube Khan)  
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

*Cr. No - 11*  
**OFFICE OF THE HARYANA STATE AGRIL MARKETING BOARD, PANCHKULA**

Endst. No. GA-I-2025/ 21878-22077

Dated: 9.4.25

A copy of the above is forwarded to the following for information and necessary compliance please:

1. All the Z.As., Z.M.E.Os & D.M.E.Os HSAM Board in the State.
2. The EIC/Chief Engineer/CFA, HSAMB, Panchkula (HQ).
3. All the S.Es, E.Es, HSAM Board in the State.
4. All the SMCs, Market Committee in the State.
5. All the Branch Incharges and Dealing Assistants at H.Q.
6. The E.E. /SDE (IT), HSAM Board, Panchkula.
7. The PS/PA to Chairman/C.A./Secretary, HSAM Board, Panchkula for information please:

  
Dy. Supdt. (Gen.),  
for Secretary.