

Warnings to advisories: Right to Service commission cracks whip on IAS officers

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IN THE past year, the Haryana government has taken action against six IAS officers, ranging from warnings to advisories, after the Haryana Right to Service Commission recommended measures against seven officers for failing to resolve citizen appeals related to routine civic services, as per a report released Friday.

Releasing the HRSC's annual report for 2025-25, Chief Commissioner TC Gupta said that these were cases where IAS officers were expected to resolve citizen grievances but failed to do so.

These included matters such as issuing birth and caste certificates, removal of solid waste from streets, and granting CLU (change of land use) permissions.

Following the Commission's recommendation, the Panipat deputy commissioner received an advisory on November 11, 2025 over a matter concerning a backward class certificate.

In another matter, the government sought an explanation on April 7, 2025 from an administrator of the Haryana Shehri Vikas Pradhikaran (HSVP) at its Panchkula headquarters in three separate matters — one concerning solid waste removal, another related to a building plan, and a third involving transfer permission for a family member.

On August 11, 2025, the government informed the Commission that it had sought an explanation from the Karnal deputy commissioner over a birth certificate issue but closed the matter after considering his reasoning. Similarly, an advisory was issued to the deputy commissioner of Yamunanagar in April 2025 in connection with a case linked to the health and family welfare department.

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The Commission also recommended action against two IAS officers — one serving as a deputy commissioner and another as a district municipal commissioner — in cases related to CLU permissions and clearance of objections to property dues.

Both matters remain under consideration. In yet another case involving issuance of a Scheduled Caste certificate and income certificate required for education purposes, the Commission recommended action against a deputy commissioner, but the government closed the file on May 26 last year.

On November 11, 2025, the state government issued an advisory to the Additional Deputy Commissioner of Panipat in connection with a matter related to a Backward Class certificate. In a separate case, the government closed proceedings against the Additional DC of Charkhi Dadri on May 26, 2025, after reviewing his explanation in a matter concerning a Scheduled Caste certificate and an income certificate required for education purposes.

In one case, the government issued a warning to the district municipal commissioner of Ambala on June 4 last year over complaints regarding removal of solid waste from streets and roads.

Chief Commissioner Gupta noted that currently 802 services across 56 departments and organizations are covered under the Haryana Right to Service framework.

These include birth and death certificates, domicile

and caste certificates, marriage registration, pensions, social security schemes, electricity and water services, factory licences, shop registrations, building plan approvals, industrial plots, and a wide range of industry-related services.

He highlighted the Auto Appeal System (AAS), launched in 2021, as the most significant reform under the framework. Under AAS, if a notified service is not delivered within the prescribed time limit, an appeal is automatically generated when citizens apply online, eliminating the need to visit district headquarters, departmental offices, or Chandigarh to file appeals.

Citizens dissatisfied with services can also independently file appeals through the SARAL portal or by calling the Antyodaya SARAL Helpline at 0172-3968400, which operates Monday to Saturday between 7 a.m. and 8 p.m. Gupta added that new digital tools such as the WhatsApp Chatbot and Mobile Application will make it easier for citizens to file appeals, track their status, and access information about government services.

Under the concept of "Services at Your Fingertips, Anytime, Anywhere," these initiatives aim to provide quick assistance through digital platforms.

Citizens can now initiate appeals directly from their mobile phones by messaging the chatbot on WhatsApp number 6239466937, ensuring fast, simple, and hassle-free access to services.