

RTS processed 2cr applications in '25-26

Flags Delays In Compliance

Manvir.Saini@timesofindia.com

Chandigarh: Despite facing delays in compliance and pending action reports, the Haryana Right to Service (RTS) Commission said it processed over two crore applications in 2025-26, with 94.71% of services delivered within the prescribed timeline.

The commission's annual report also pointed to growing pressure on the grievance redressal framework, with a significant rise in applications moving into the RTS mechanism. Around 100 IAS, IPS and Haryana civil services and police personnel were issued penalties, show-cause notices or

KEY NUMBERS (2025-26)

> 2.06 crore+ applications processed	> 28.5 lakh+ auto appeals received since launch of AAS in 2021
> 94.71% services delivered within timeline	> 98%+ auto appeal cases resolved
> -2 crore applications received on SARAL portal	2021 Auto Appeal System (AAS) introduced
> -1.9 crore applications disposed of within stipulated period	WhatsApp chatbot launched 6239466937
> 9.6 lakh applications delayed	Initiative 'Services at Your Fingertips, Anytime, Anywhere' launched for appeals, tracking and service information access via mobile phones
> 1.2 lakh cases pending as on March 31, 2026	
> 100+ IAS, IPS, HCS and HPS officers issued penalties, show-cause or caution notices	

caution notices either directly by the commission or on its recommendations during the year.

Though RTS chief commissioner T C Gupta did not disclose the names of officers, sources said those facing ac-

tion included officials who later rose to positions such as deputy commissioners, additional chief secretaries and even chief secretary-level posts.

"Though we have been able to secure responses from departments by pushing cases through the auto appeal system, some departments are still slow in adapting. The commission is now fully established for further improvement, especially after receiving national awards from the govt," Gupta said while releasing the report in Chandigarh.

Whatsapp chatbot launched

Gupta also launched a WhatsApp chatbot and mobile application aimed at further digitising and simplifying citizen services. The new platforms will allow citizens to file

appeals, track application status and access govt service-related information through mobile phones.

Launched under the 'Services at Your Fingertips, Anytime, Anywhere' initiative, the chatbot can be accessed through mobile number 6239466937.

According to the report, nearly 1.9 crore of around 2 crore applications received on the SARAL portal during 2025-26 were disposed of within the stipulated period.

However, around 9.6 lakh applications were delayed, while nearly 1.2 lakh cases remained pending as of March 31, 2026.

The commission highlighted the auto appeal system (AAS), introduced in 2021, as a major reform in service delivery. Under the system, appe-

als are generated automatically if services are not delivered within the prescribed timeline. So far, more than 28.5 lakh appeals have been received through the AAS, with over 98% of cases resolved, the report stated.

The report also outlined reforms suggested by the commission during the year, including stricter verification for domicile certificates, greater transparency in electricity billing, tracking of degree distribution in higher education institutions and streamlined communication of welfare schemes.

Gupta said Haryana's digital governance model was increasingly emerging as a benchmark for other states under the Centre's deregulation and ease-of-doing-business initiatives.