



HARYANA RIGHT TO SERVICE COMMISSION  
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017  
E-mail: - <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050

No. HRSC-020008/251/2025/571  
To

Dated: 06<sup>th</sup> Feb 2026

The SGRA-cum-Deputy Commissioner,  
Sirsa.  
E-mail: [dcsrs@hry.nic.in](mailto:dcsrs@hry.nic.in)

The FGRA-cum-District Registrar,  
Sirsa.  
E-mail: [dhs.cssrs@hry.nic.in](mailto:dhs.cssrs@hry.nic.in)

The Designated Officer-cum-Registrar,  
Municipal Council, Sirsa.  
E-mail: [secymcsirsa@gmail.com](mailto:secymcsirsa@gmail.com) [secymc.sirsa@gmail.com](mailto:secymc.sirsa@gmail.com)

Sh. Sunil Ranga,  
Erstwhile Registrar-cum-Executive Officer, MC Sirsa,  
Now Executive Officer, MC Sohna.  
E-mail: [mcsohna@gmail.com](mailto:mcsohna@gmail.com)

**Subject: Revision No. AAS25/1991852/Health- Amit Kasnia - Application For Issuance of Birth/Death/Non Availability Certificate (NAC) [RTS - 30 Days]- Sirsa-Final orders.**

Sir/Madam,

I have been directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 05.02.2026 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and 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)

CC: Revisionist Amit Kasnia (Contact no. 9728686002) for information.



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**Final orders**

**(Revision No. AAS25/1991852/Health- Amit Kasnia - Application for Issuance of Birth/Death/Non Availability Certificate (NAC) [RTS - 30 Days]- Sirsa)**

**Hearing date: 05.02.2026**

**Time: 11:00 am**

Case type	Revision on AAS	
Department	Health Services Department	
Name of Service	Application for Issuance of Birth/Death/Non Availability Certificate (NAC)	
Application no. & date of application	HRBDNAC/2025/452348 Dt. 18 Aug 2025	
RTS timeline	30 days	
RTS Due Date	30.09.2025	
District	Sirsa	
Name of the Revisionist	Amit Kasnia	
<b>Designated Officer</b>	Designation	Registrar, Municipal Council, Sirsa
	Action taken with date	Service completed on 08.10.2025
	Remarks on SARAL	"No Remarks"
<b>First Grievance Redressal Authority</b>	Designation	District Registrar, Sirsa
	Date and mode of appeal submitted to FGRA	Auto Appeal on 01.10.2025
	Remarks of the Revisionist	NA
	Action taken by the FGRA with date	Appeal resolved on 14.10.2025
	Remarks of FGRA	"Certificate issued on saral portal by registrar birth and death..Advised to applicant please download certificate through saral id on saral portal . serviced

		Delayed due to technical problem on saral portal ./”
<b>Second Grievance Redressal Authority</b>	Designation	Deputy Commissioner, Sirsa
	Date and mode of appeal submitted to SGRA	Self filed by applicant through SARAL portal on 02.11.2025
	Remarks of the Revisionist	“ADDRESS ME SUB KUCH DELETE DELETE AA RAHA HAI BIRTH CER. KA ADDRESS SAHI KIA JAYE/”
	Action taken by SGRA with date	Appeal dismissed on 15.12.2025
	Remarks of SGRA	“Certificate issued by the authority but his office did not upload the same on portal in time /”
<b>Commission</b>	Mode & Date of filing of Revision	Self filed by Applicant through SARAL portal on 16.12.2025
	Remarks of the Revisionist	“ADDRESS ME SUB KUCH DELETE DELETE AA RAHA HAI BIRTH CER. KA ADDRESS SAHI KIA JAYE NEW CER KI COPY DI JAYE JISME ADD ME DELETE DELETE SHOW NA HO APNE JO TISHRI BAAR BIRTH CER BEJA HAI BAAR BAAR WO HI SEND KR RAHE HAI WO MERE KISI KAM KA NAHI HAI PLEASE SIR DUWARA CER JARI KR USHKI COPY PROVIDE KRAI JAYE APKI ATI KRIPA HOGI /”
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. The Revisionist Sh. Amit Kasnia applied for a birth certificate on 18.08.2025. As no action was taken by the Designated Officer within the notified timeline, the first appeal was auto-escalated to the FGRA on 01.10.2025 and was marked as resolved on 14.10.2025, with information that the certificate had been issued and that the delay was due to a technical issue. Thereafter, the Revisionist filed a second appeal before the SGRA on 02.11.2025, stating that the address mentioned in the certificate was incorrect and showed as “delete delete.” The second appeal was dismissed on 15.12.2025, with the information that the certificate had been issued but was not uploaded on time.

3. Subsequently, the Revisionist filed a revision before the Commission on 16.12.2025, reiterating his earlier contention. Taking cognizance of the matter, a report was sought from the Designated Officer-cum-Registrar, Municipal Council, Sirsa vide letter no. 5461 dated 26.12.2025. A reply was received from the Registrar (Births and Deaths)-cum-Executive Officer, Municipal Council, Sirsa vide letter no. 89 dated 06.01.2026. The reply stated that the “delete delete” text appeared due to a technical issue, which has now been resolved and that the applicant was provided with a copy of the corrected certificate.
4. Upon perusal of the reply, the Commission observed that the dismissal by the SGRA was incorrect, as the appellant had specifically mentioned the issue of “delete delete” appearing in the certificate. However, the appeal was dismissed while attaching the incorrect certificate. Furthermore, although technical issues were cited while delivering the service, no detailed explanation was provided in this regard.

Therefore, in order to fix accountability in the matter, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 06.02.2026 at 11:00 am vide Commission’s letter no. 438 dated 29.01.2026. The hearing was later preponed to 05.02.2026 at 11:00 am due to administrative reasons, as conveyed vide email dated 03.02.2026.

5. In response, the following replies were received:
  - i. Designated Officer-cum-Executive Officer, Municipal Council, Sirsa: A reply was received vide letter dated 03.02.2026. It stated that the applicant Sh. Amit Kasnia applied for issuance of a birth certificate through the SARAL Portal on 18.08.2025. During the period from 20.05.2025 to 15.06.2025, the SARAL Portal remained non-functional or functioned very slowly, resulting in the pendency of more than 500–600 applications in the office. Due to these technical issues and heavy workload, the application could not be processed within the prescribed time limit under the Right to Service Act. Subsequently, the birth certificate was prepared through the CRS Portal on 07.10.2025 and uploaded on the SARAL Portal by the concerned operator. However, due to excessive workload and continued technical constraints, timely disposal was not possible and the case was automatically transferred to the auto-appeal portal. It was further stated that, being a district headquarter the Municipal Council, Sirsa, receives approximately 60–70 applications daily through the SARAL Portal. Public dealing is conducted from 9:00 am to 1:00 pm every day, which further limits the time available for processing applications and contributes to delays. On 15.12.2025, the office of the Deputy Commissioner, Sirsa sought a copy of the birth certificate. In response, the certificate was re-downloaded from the CRS Portal. As per established procedure, all birth and death certificates are downloaded from the CRS Portal and uploaded on the SARAL Portal. Accordingly, Sh. Amit Kasnia’s application was processed following the same procedure. On 17.12.2025, the District Registrar (Births and Deaths), Sirsa informed telephonically that the issued birth certificate contained errors. On

examination, it was found that although the applicant's permanent address had been correctly entered in the CRS Portal, the downloaded certificate displayed "Delete" in the fields of State and District due to a technical error in the portal. This error was system-generated and not due to any manual entry. It was further clarified that the applicant belongs to Rajasthan and the details of State, District and Tehsil are selected from predefined drop-down lists in the CRS Portal and are not entered manually. The certificate showing "State: Delete" and "District: Delete" was generated automatically and uploaded on the SARAL Portal as part of routine office procedure. Upon noticing the error, the office immediately took corrective action by using the Correction Option on the CRS Portal and issued a revised and correct birth certificate to the applicant on 17.12.2025. The reply further stated that the delay in issuance of the birth certificate occurred due to technical issues in the SARAL and CRS portals, heavy pendency of cases and high daily workload. The error was system-generated and was promptly rectified. There was no intentional lapse or negligence on the part of the office.

ii. FGRA-cum-District Registrar, Sirsa: A reply was received vide letter no. 17 dated 03.02.2026. It stated that the applicant Sh. Amit Kasnia applied for issuance of a birth certificate on 18.08.2025 through the SARAL Portal. As per the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') the application was required to be disposed of by 30.09.2025. However, due to technical issues and heavy pendency arising from the slow and non-functioning of the SARAL Portal during May-June 2025, the certificate could not be uploaded within the prescribed time. Consequently, the first appeal was escalated on the Auto Appeal Portal on 01.10.2025. He reviewed the case on 14.10.2025 and found that the service had been completed and the auto appeal was accordingly resolved. During the relevant period, technical issues in the SARAL Portal led to more than 800 RTS breach cases across the district, most of which were subsequently disposed of. These issues were duly reported to higher authorities, including NIC Haryana and the Chief Registrar (Births and Deaths), well in advance. After restoration of portal functionality, all registrars were instructed to clear pending cases and systematic efforts were made to dispose of backlog applications and related appeals. Subsequently, the applicant approached the SGRA on 02.11.2025. His complaint was disposed of by the Deputy Commissioner's office on 15.12.2025 after obtaining the relevant certificate from the Municipal Council. On 17.12.2025, it was noticed that the applicant's grievance was still pending on the AAS Portal. Immediate action was taken and the concerned registrar was directed to issue a corrected certificate and obtain the applicant's satisfaction. A revised and correct birth certificate was issued on the same day. It was later found that the original certificate contained the word "Delete" in place of the State name due to a technical error in the CRS Portal. Since the State and District fields are selected from predefined drop-down lists, the error was system-generated and not caused by manual entry. Further verification revealed similar errors in earlier certificates of applicants belonging to Rajasthan, confirming that the issue was systemic. As the CRS Portal is centrally managed by the Government of India, technical corrections cannot be carried out at the district level. The matter has, therefore, been

reported to the Chief Registrar-cum-Director General, Health Services for necessary rectification. It was further stated that the delay had error occurred due to technical failures of the SARAL and CRS portals and heavy workload and not due to any negligence or intentional lapse. Prompt corrective action was taken and the applicant was issued a corrected certificate and was now satisfied.

6. (a) The hearing took place as scheduled and was attended by the following:
- i. Sh. Shantanu Sharma, IAS, SGRA-cum-Deputy Commissioner, Sirsa on behalf of Dr. Parmod Sharma, FGRA-cum-District Registrar, Sirsa
  - ii. Dr. Rajesh Chaudhary, Additional District Registrar, Sirsa
  - iii. Ms. Suman Lata, Designated Officer-cum-Registrar, Municipal Council, Sirsa
  - iv. Sh. Sunil Ranga, erstwhile Designated Officer-cum-Registrar, Municipal Council, Sirsa
- Sh. Amit Kasnia, Revisionist did not attend the hearing maybe because his work has been done.
- (b) The respondents reiterated the contents of their replies which have been reproduced in preceding paragraphs.
7. After thoughtful consideration of the facts and circumstances of the case, the Commission observes that even if it is accepted that there was a technical issue in mentioning addresses outside Haryana in the birth certificate due to a fault in the functioning of the CRS Portal, the FGRA-cum-District Registrar, Sirsa and the SGRA-cum-Deputy Commissioner, Sirsa ought to have ensured timely redressal of the grievance. The grievance was ultimately resolved on 17.12.2025, only after the filing of the present revision before the Commission on 16.12.2025. These authorities are granted 30 working days to decide appeals under the provisions of the Act. Therefore, they had ample opportunity to ensure issuance of a corrected certificate within the prescribed period. The officials stated that they became aware of the problem on 17.12.2025 and the corrected certificate was issued on the same day. Dr. Rajesh Chaudhary submitted that he had guided the officials of the Municipal Council regarding the procedure for carrying out the correction. The Commission fails to understand why such guidance could not have been availed of earlier by the FGRA-cum-District Registrar and the SGRA-cum-Deputy Commissioner, Sirsa? It is unfortunate that despite the Act being in force in Haryana for more than eleven years and the AAS Portal being operational since 01.09.2021 for over four years, citizens are still compelled to approach the Commission for resolution of such trivial issues. Such grievances ought not to have escalated even to the SGRA, much less to the Commission. Therefore, for non-delivery of the notified service within the stipulated period in a rightful manner, penalty is liable to be imposed upon Sh. Sunil Ranga, the then Designated Officer and departmental action deserves to be recommended against Dr. Parmod, FGRA and Sh. Shantanu Sharma, IAS, SGRA. However, keeping in view the assurance tendered by Sh. Shantanu Sharma on behalf of all concerned that such

lapses shall not be repeated in future, the Commission is taking to take a lenient view. The officers also expressed regrets for the inadvertent mistake and for their failure to take timely corrective action. The SGRA-cum-Deputy Commissioner candidly admitted that the matter had escaped his attention. The authorities are, therefore, advised to remain vigilant in future and to ensure resolution of public grievances at their own level without necessitating intervention by the Commission. The names of the concerned officers shall, however, be entered in the Commission's database and in the event any act of omission or commission on their part comes to the notice of the Commission in future, the present case shall be clubbed with such matters for consideration of appropriate action against them under the provisions of the Act. It is hoped that such an eventuality will not arise.

5<sup>th</sup> February, 2026

