



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

**No. HRTSC/Comp-91/Revenue/2025/2861**

**Dated: 17<sup>th</sup> July 2025**

To

The Commissioner & Secretary to Govt., Haryana,  
CRID Haryana.

The Deputy Commissioner,  
Hisar.  
E-mail: [dchsr@hry.nic.in](mailto:dchsr@hry.nic.in)

The Designated Officer-cum-Registrar-cum-Tehsildar,  
Hansi.  
E-mail: [tehsilhansi@gmail.com](mailto:tehsilhansi@gmail.com)

**Subject:- Registration of marriage- Complaint of Sh. Sushil and Smt. Priyanka-  
Final orders.**

Sir,

I am directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 15.07.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary compliance, please.



(Sube Khan)

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

CC: Smt. Priyanka (Contact No. 85297-78400, e-mail: [soniabrar1999@gmail.com](mailto:soniabrar1999@gmail.com)) for information and necessary compliance.



(Sube Khan)

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





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**Final orders**

**(In respect of Complaint case No. HRTSC/Comp-91/Revenue/2025- Registration of Marriage -complaint of Sh. Sushil & Smt. Priyanka- Hansi)**

**Date: 15.07.2025**

**Time: 10:30 am**

Case type	Complaint case (HRTSC/Comp-91/Revenue/2025)
Department	Revenue & Disaster Management
Name of Service	Registration of marriage
Saral ID	268819798873
Date of application	10.03.2025
Timeline	7 days as per gazette notification 5 days as per instructions dated 19.07.2024 issued by CRID
RTS Due Date	12.05.2025 (As per Saral but this incorrectly calculated)
District	Hisar
Name of the Appellant	Sh. Sushil & Smt. Priyanka
<b>Designated Officer (DO)</b>	Tehsildar
<b>First Grievance Redressal Authority (FGRA)</b>	Additional Deputy Commissioner (ADC)
<b>Second Grievance Redressal Authority (SGRA)</b>	Deputy Commissioner (DC)

- A complaint dated 15.05.2025 was received from Smt. Priyanka W/o Sh. Sushil regarding the service 'Registration of Marriage'. She stated that she had applied for registration of marriage with parental consent on 10.03.2025. However, the Registrar of Marriages raised an online objection citing the reason "Bride and groom birth certificate not attached." The complainant further mentioned that upon visiting the office of the Tehsildar, she was asked to submit additional documents, including Aadhaar cards of the witnesses and priest, identity proofs of the parents, statements of the bride and groom, and affidavits, along with a physical file. Taking cognizance of the matter, a report was sought from the DO-cum-Tehsildar, Hansi, vide Commission's letter No. 1882 dated 21.05.2025.
- A reply was received from Dr. Anil Kumar, Marriage Registrar-cum-Tehsildar, Hansi, vide letter No. 53/RC dated 05.06.2025. It was stated that the application dated 10.03.2025 for registration of marriage was submitted without any documentary proof in support of the date of birth and address of the bride and groom. The reply further mentioned that, despite being requested, the applicants failed to furnish the required documents for age and address verification. Therefore, it was deemed inappropriate to proceed with the registration of the marriage.
- Upon examination of the case details and the reply submitted by the DO, the Commission observed that the marriage was solemnized on 28.11.2023 and the application was filed under delayed marriage registration with parental consent. Both the bride and groom possess valid Family IDs, being residents of Haryana. Therefore, their age and address



details were to be retrieved from the Family ID Repository (FIDR). The objection raised on 18.04.2025 was found to be arbitrary and not in accordance with the instructions issued by CRID vide Memo dated 19.07.2025. Accordingly, to proceed further in the matter, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission, on 15.07.2025 at 10:30 a.m., vide Commission's letter No. 2497 dated 27.06.2025.

5. (a) The hearing took place as scheduled, which was attended by:

- i. Dr. Anil Kumar, DO-cum-Marriage Registrar-cum-Tehsildar, Hansi
- ii. Smt. Sonia, sister of Smt. Priyanka, the complainant

(b) Smt. Sonia stated that her sister had applied for registration of her marriage and submitted all the documents as required under the instructions issued by the Haryana Government. However, an objection was still raised and the marriage certificate has not been issued to date. She further mentioned that upon visiting the office of the Tehsildar, the officials insisted on submission of a physical file, stating that they process only physical files.

(c) Dr. Anil Kumar, DO-cum-Marriage Registrar, reiterated the contents of his earlier reply dated 05.06.2025, wherein it was stated that the applicant had not submitted any documentary proof in support of the date of birth and residential address, as required under the instructions of the Haryana Government. He further submitted that the applicant had explicitly mentioned that they neither possessed such documents nor believed them to be necessary for online registration. Based on this, the DO concluded that the applicants were attempting to conceal their identity and hence, it would not be appropriate to register the marriage.

At this stage, the attention of the DO was drawn to the instructions issued by the Haryana Government vide Memo No. 2/2/2022-1CRID dated 19.07.2024, particularly clauses 3.12 and 3.13. As per these provisions, if both the bride and groom are residents of Haryana, their age and address proof are to be retrieved from the Family ID Repository (FIDR) and there is no requirement to attach such documents separately. Clause 3.13 explicitly enumerates the documents required for registration of marriage, wherein age and address proof are not included. Upon being asked to read the relevant clauses, the DO read them aloud and acknowledged that an error had been made on his part. He admitted that he had relied on the statements of his concerned marriage clerk and due to workload, had not personally reviewed the applicable instructions. He expressed regrets for the oversight and assured that the Marriage Registration Certificate would be issued the same day, with a copy to be shared with the Commission.

6. The Commission has carefully considered all the facts and circumstances of the case. It is evident from the above that the officer designated to function as the Marriage Registrar, who is duty-bound to implement government instructions, was not even aware of the applicable guidelines — a matter of serious concern. The application was submitted on 10.03.2025 and the marriage certificate had not been issued for nearly four months, despite the maximum permissible timelines of 7 days as per the Gazette Notification and 5 days as per the relevant instructions. This clearly reflects negligence in the discharge of official duties by the Designated Officer. Accordingly, in exercise of the powers vested under Section



17(1)(h) of the Act, the Commission imposes a token penalty of Rs 1,000/- on Dr. Anil Kumar and further directs him to pay a compensation of Rs 5,000/- to the bride, Smt. Priyanka. Smt. Priyanka is requested to provide the following bank details to the Tehsildar; Deputy Commissioner, Hisar and the Commission for the purpose of transferring the compensation amount to her bank account:

- (a) Name of the Bank
- (b) Name of the Account holder in the Bank
- (c) Bank Account Number
- (d) Address of the Bank
- (e) IFSC Code

The Deputy Commissioner, Hisar, is directed to ensure that the total amount of Rs 6,000/- is deducted from the salary of Dr. Anil Kumar, DO-cum-Marriage Registrar, for the month of July 2025 (payable in August 2025). Out of this, Rs 1,000/- be deposited in the State Treasury under the Receipts Head 0070-60-800-86-51 and Rs 5,000/- be transferred to the bank account of Smt. Priyanka.

7. Subsequently, a reply was received from the Designated Officer later in the evening on the same day, stating that the Marriage Certificate had been issued to the applicants after obtaining the necessary permission for condonation of delay from the Deputy Commissioner. It is encouraging to note that the certificate was issued on the very day of the hearing itself. This clearly indicates that the issuance could have been completed much earlier, had the Marriage Registrar acted diligently and responsibly from the outset. The undue delay in processing the application was therefore avoidable and primarily due to the lack of awareness and initiative on the part of the officer concerned.

In view of the certificate being delivered, the case is hereby disposed of.

8. The attention of the Commissioner & Secretary, CRID is invited to the discussions held with the Chief Commissioner, Haryana Right to Service Commission on 01.07.2025 at 12:00 noon during hearing of another case, regarding the need for training-cum-sensitization of Marriage Registrars and appellate authorities such as ADCs and DCs for the effective implementation of CRID's instructions dated 19.07.2024 at the field level. It has been observed that many officers are not adequately aware of these instructions, resulting in avoidable inconvenience and harassment to the applicants. In view of this, it was decided that a training-cum-sensitization session shall be conducted through video conferencing for all Deputy Commissioners and Additional Deputy Commissioners. During this session, CRID will make a presentation on the aforesaid instructions. Further, the participants will be requested to ensure that the instructions are widely disseminated to all concerned Marriage Registrars, which include not only Tehsildars but also City Magistrates, Naib Tehsildars, BDPOs and Gram Sachivs in rural areas, as well as Joint Commissioners, Executive Officers, Secretaries, Tehsildars and Naib Tehsildars in urban areas. The Commission reiterates that this training-cum-sensitization programme may be organized at the earliest possible.

15<sup>th</sup> July, 2025

