



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

**(Through E-mail Only)**

Dated 06 Feb 2026

Letter No. 588

To

The SGRA-cum- Joint Director ICDS,  
Women and Child Development Department,  
Haryana.

Sh. Vikas Panghal, FGRA-cum-Deputy Director (IT)  
Women and Child Development Department,  
Haryana.

The DO-cum-DPO,  
Women and Child Development Department,  
Nuh, Haryana.  
Contact No. 9871223995  
E-mail: dpomwt.wcd@gmail.com

The Manager, LIC (P&S),  
Sector -17, Chandigarh

**Subject: Revision Details - AAS25/2155641 - WCD Name - Smt. RABITA Service - Aapki Beti Hamari Beti [RTS - 60 Days] Filed by Applicant through Helpline(Saral) on 01.01.2026.**

Sir,

I am directed to forward herewith a copy of the orders dated 04.02.2026 passed by **Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh**, in the above-mentioned case, for your information and necessary compliance. **All respondents are directed to send compliance of these orders to the Commission by 20.02.2026.** The compliance report must be sent only through email to [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in). **A physical copy of the same must not be sent. The reply must mention the name and designation of the signatory without which it shall not be entertained.**

**BY THE ORDER OF THE HARYANA RIGHT TO SERVICE COMMISSION AT CHANDIGARH.**

Encl: As above

*S Khan*

(Sube Khan)

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

CC:

The Revisionist - Smt. Rabita Phone No. 7015286052  
E-mail: [kumardevilal4321@gmail.com](mailto:kumardevilal4321@gmail.com) for information (Through AAS).



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**Interim Orders- I**

**(In Respect of Revision Details - AAS25/2155641 - WCD Name - Smt. RABITA Service - Aapki Beti Hamari Beti [RTS - 60 Days] Filed by Applicant through Helpline (Saral) on 01.01.2026)**

Hearing date: 04.02.2026

Time: 11:00 am

<b>Case Type</b>	Revision on Auto Appeal System (AAS)	
<b>Department</b>	Women and Child Development	
<b>Name of Service</b>	Payment of Incentive under Aapki Beti Hamari Beti Scheme	
<b>Application Number</b>	HRABHB/2025/35919	
<b>Date of Application</b>	07.08.2025	
<b>RTS Timeline</b>	60 Days	
<b>RTS Due Date</b>	10.11.2025	
<b>District</b>	Nuh	
<b>Name of the Revisionist</b>	Smt. Rabita	
<b>Designated Officer (DO)</b>	Designation	DPO, District-Nuh
	Action taken with date	In Process (For real-time status, login into the respective portal from where the service was applied) on 30.11.2025
	Remarks of DO	"Approver"
<b>First Grievance Redressal Authority (FGRA)</b>	Designation	Deputy Director, State-Haryana
	Date and mode of appeal submitted to FGRA	11.11.2025 Auto Appeal (Saral)
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	Appeal Dismissed on 19.12.2025
	Remarks of FGRA	"Appeal Dismissed by FGRA."
<b>Second Grievance Redressal Authority (SGRA)</b>	Designation	Joint Director, State-Haryana
	Date and mode of appeal submitted to SGRA	20.12.2025 (Filed by Applicant through Helpline)
	Remarks of the Appellant	"As per citizen voice citizen is not satisfied with department previous remark. RTS date has been breached."

		Citizen wants to know when he will receive the service. Kindly check this issue as soon as possible"
	Action taken by SGRA with date	Appeal Dismissed on 31.12.2025
	Remarks of SGRA	"Appeal dismissed by SGRA."
<b>Haryana Commission (HRTSC)</b>	<b>RTS</b> Date of filing of Revision	01.01.2026
	Mode of Revision	Filed by Applicant through Helpline
	Remarks of the Revisionist	"As per citizen voice he is applied for Aapki Beti Hamari Beti As per citizen voice citizen is not satisfied with department previous remark. RTS date has been breached. Please convey the reason for non delivery of service. Citizen wants to know when he will receive the service. Kindly check this issue as soon as possible"
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. Taking cognizance of the matter, the Commission sent a letter to the DO-cum-DPO, Nuh and the Manager, LIC (P&S), Sector-17, Chandigarh vide letter no. 93 dated 07.01.2026. They were directed to investigate the matter and send the action taken report by 16.01.2026.
3. (i) A response was received DPO, Nuh vide memo no. 3724 dated 15.01.2026 wherein it was stated that the beneficiary, Smt. Rabita wife of Sh. Devlal, resident of Village Bichor, Block Punhana-1, had submitted her application under Case No. HRABHB/2025/35919 on 07.08.2025, which was forwarded by the WCDPO to the DPO on 26.08.2025 and thereafter sent by the DPO to LIC on 04.09.2025. The bill was prepared on 08.09.2025 and payment was released through the Treasury on 12.09.2025. On the same date, a list of 26 beneficiaries along with the pay order was forwarded to LIC in Excel format. However, the bonds were not received from LIC at that stage. It was further informed that Office Letter No. 2083 dated 15.10.2025 was issued to LIC requesting early issuance of the bonds and regular telephonic follow-up was also made, yet due to non-receipt of bonds, the beneficiaries could not be handed over the same.
- (ii) A further reply was received from the DPO, Nuh on 20.01.2026 wherein, in addition to the earlier submissions, it was stated that Bond No. 2558 was received in the DPO office on 12.11.2025 and the WCDPO immediately collected and handed over Beneficiary Bond No. 103168 to the concerned beneficiary, who has also submitted a written statement confirming receipt of the bond.
- (iii) Further, the Divisional Manager, LIC vide letter dated 15.01.2026 informed that the relevant membership certificate has already been issued to the beneficiary

Ruchika daughter of Rabita. It was also stated that a bundle of membership certificates pertaining to 26 beneficiaries including Ruchika was dispatched to the DPO, Nuh on 21.10.2025 through registered post vide Registration No. CP355388631IN and as per consignment tracking details available on the India Post website, the consignment was delivered at Nuh on 25.10.2025 at 02:11 PM. In view of the grievance raised, a true copy of the membership certificate in respect of Ruchika has been issued afresh which is being sent separately to the beneficiary through post.

4. After perusal of the details, the Commission observed that: -
- i. As per the orders of the FGRA and SGRA, the ABHB application was approved by the DPO on 14.08.2025. However, the reply of the DPO states that the application was forwarded by the WCDPO to the DPO only on 26.08.2025. Approval of an application prior to its receipt is impossible.
  - ii. The FGRA and SGRA have recorded that the amount was deposited with LIC on 22.08.2025. In contrast, the DPO has stated that the bill was prepared on 08.09.2025 and payment was made on 12.09.2025. The amount could not have been deposited before the bill was prepared and payment was processed.
  - iii. According to the FGRA and SGRA orders, the ABHB Membership Certificate was received from LIC on 01.09.2025. However, LIC has categorically stated that the bundle of certificates was dispatched only on 21.10.2025 and delivered at Nuh on 25.10.2025.
  - iv. The FGRA and SGRA orders record that the Membership Certificate was issued to the beneficiary on 04.09.2025. This is inconsistent with the DPO's later reply stating that the bond was received in the office on 12.11.2025 and handed over thereafter.
  - v. The FGRA and SGRA have clearly not checked the facts presented by the DPO while disposing of the appeal and nor have they given an opportunity of hearing to the Revisionist.
5. The above observations were conveyed to the SGRA-cum-Joint Director (ICDS), FGRA-cum-Programmer Officer (HQ) (As per AAS Dashboard) and DO-cum-DPO, Nuh vide letter no. 386 dated 27.01.2026 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 04.02.2026 at 11:00 am.

In the meanwhile, a reply was received from the SGRA-cum-Joint Director (ICDS) vide memo no. 48764/CD14/WCD/2026 dated 02.02.2026 wherein it was stated that for settlement of cases on the FGRA and SGRA portals, a prescribed format is prepared and uploaded after receipt of verified reports from the concerned districts. In the present case also, the Department prepared the format on the basis of verified information received from the District Programme Officer, Nuh vide letter no. 3259 dated 19.12.2025 and letter no. 3296 dated 23.12.2025, as well as the written report submitted by the applicant, and the same was uploaded on the FGRA and SGRA portals accordingly. However, since there is a variation between the information furnished by the District

Programme Officer, Nuh to the Department and the information provided to the Commission, a show cause notice has been issued vide departmental letter no. 48761 dated 02.02.2026 so that appropriate further action may be taken.

6. (a) The hearing was held as scheduled, which was attended by the following: -
- i. Smt. Poonam Raman, SGRA-cum-the Joint Director (ICDS)
  - ii. Sh. Vikas Panghal, FGRA-cum-Deputy Director (IT).
  - iii. Ms. Anita Chauhan, Manager Admin, LIC.
- (b) Some officials from the office of the DPO, Nuh and CDPO, Tauru had joined the hearing, but neither their video was visible nor did they unmute themselves and resultantly, it could not be ascertained as to who had joined the hearing and they could not be heard. Smt. Rabita, the Revisionist, did not attend the hearing, may be, because the work had been done.
- (c) Smt. Poonam Raman reiterated the contents of her reply reproduced in para no. 5 and stated that she had mentioned the dates as per the reports from the DPO, regarding which she had also called for an explanation from the DPO vide letter dated 02.02.2026.
- (d) Sh. Vikas Panghal also stated the same points.
- (e) When asked about the delay in issuance of the certificate from the date of deposition of money with LIC, i.e. 12.09.2025 till 21.10.2025, Ms. Anita Chauhan stated that the money is being deposited by all the districts of Haryana under one code only, because of which it is not possible to ascertain either the district or the names of the beneficiaries. Therefore, a lot of avoidable effort is consumed in ascertaining the district from which the money has come and the names of the beneficiaries. They have not only to make many calls to various people/districts but also to post the information in the WhatsApp group, which consumes a lot of time. She further stated that in case the name of the beneficiary and the district are ascertained at the time of deposition of money itself, they will take only two days to issue the certificate. Responding to this, Sh. Vikas Panghal stated that due to the change in the system of treasury, the money is being deposited under a single code since April, 2025, but realizing this problem, they have recently created virtual accounts for all the districts and this problem will be sorted out soon. Ms. Anita Chauhan also shared her optimism for this solution being implemented soon.
- 7.(a) The Commission has carefully considered all facts and circumstances of this case. It is unfortunate that incorrect dates have been mentioned in the orders of the FGRA and SGRA while uploading their orders on the AAS Portal as mentioned in para no. 4 above. Thus, the SGRA-cum-Joint Director is directed to send a report to the Commission as to who was at fault in this case. For this, they should send the original information received from the DPO, Nuh and also the reply received from the DPO, Nuh in response to the show-cause notice issued on 02.02.2026 to the Commission by 20.02.2026 via e-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in).
- (b) As far as the problem of the matching of the district and beneficiaries is concerned, Sh. Vikas Panghal, FGRA-cum-Deputy Director (IT) is directed to send a report by

20.02.2026 regarding effective operationalization of the new system. Separately, Ms. Anita Chauhan, Manager Admin, LIC is also requested to confirm that this problem has been sorted out and the system of virtual accounts is functioning properly by 20.02.2026.

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

