



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

No. HRTSC/Comp-88/Revenue/2025/2595

Dated: 03rd July 2025

To

1. The Commissioner & Secretary to Govt., Haryana,
CRID, Haryana.
2. The Director (IT),
NIC, Haryana.
3. The Designated Officer-cum-Registrar-cum-Gram Sachiv,
O/o BDPO Adampur, Hisar.
E-mail: bdpo.adampur@hry.nic.in

Subject:- Registration of marriage- Complaint of Sh. Rajiv Kumar- Interim orders.

Sir,

I am directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 02.07.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

Additionally, the Director (IT), NIC is requested to send report to the Commission by 11.07.2025 only through e-mail: rtsc-hry@gov.in. Physical copy of the reply need not to be sent.

1
Sube Khan

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

CC: Sh. Rajiv Kumar (Contact No. 90532-33644, e-mail: hprajeev96@gmail.com) for information.

1
Sube Khan

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



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

Interim orders

**(In respect of HRTSC/Comp-88/Revenue/2025- Registration of Marriage -
Complaint of Sh. Rajiv Kumar.)**

Date: 25.06.2025

Time: 11:15 am

Case type	Complaint case (HRTSC/Comp-88/Revenue/2025)
Department	Revenue & Disaster Management
Name of Service	Registration of Marriage
Application ID	969631644585
Date of application	24.04.2025 (It has been mentioned as 26.06.2025 on Saral)
RTS timeline	07 days
RTS Due Date	07.05.2025 (It has been mentioned as 21.07.2025 on Saral)
District	Hisar
Name of the Complainant	Sh. Rajiv Kumar
Designated Officer	Registrar-cum-Gram Sachiv
First Grievance Redressal Authority (FGRA)	District Registrar-cum-ADC-cum-DCRIO
Second Grievance Redressal Authority (SGRA)	Additional Chief Registrar-cum-Deputy Commissioner

2. An application dated 24.04.2025 was submitted to the Village Secretary for Registration of Marriage. The date of marriage was 11.02.2025 which indicated that the application had been submitted within the stipulated 90 days of the marriage. Since the Marriage Certificate was not delivered within the prescribed timeline as per the notification, a complaint was received by the Commission on 07.05.2025. Taking cognizance of the matter, a report was sought from the Designated Officer-cum-Gram Sachiv, Telanwali vide Commission's letter no. 1826 dated 19.05.2025.
3. A reply was received from Ms. Monam Bishnoi, DO-cum-Gram Sachiv, Gram Panchayat, Telanwali Adampur stating that the application had been received on 24.04.2025 and approved on 12.05.2025. The delay in processing the application was attributed to her lack of adequate knowledge regarding the work. Upon perusal of the case details and the reply submitted, the Commission observed that the application had not been delayed by the applicant, however, there had been a delay in processing on the part of the Designated Officer. This appeared to be due to the recent assignment of Village Secretaries as Registrars for marriage registration and the possibility that the DO was not yet fully familiar with the procedure. However, it was concerning that even after the application had been approved, the Marriage Certificate had still not been issued. The Commission contacted the complainant, who confirmed the same.
4. (a) 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 25.06.2025 at

11:15 am vide Commission's letter no. 2235 dated 16.06.2025. The hearing took place as scheduled, which was attended by:

- i. Ms. Kirti Sirohiwal, BDPO, Adampur who represented Ms. Monam Bishnoi, DO-cum-Registrar-cum-Gram Sachiv, Telanwali
 - ii. Sh. Rajiv Kumar, complainant
- (b) The complainant was asked to explain his issue. He informed that he had applied for registration of his marriage on 24.04.2025. However, the certificate has not been issued till date. On tracking the application, it shows that the approval was granted on 12.05.2025.
- (c) The BDPO was then asked to clarify the reason for the delay in issuance of the certificate. She stated that this issue persists for all the new Registrars who have been delegated the powers to register marriages. She further explained that even in her own login, she has approved several applications but the certificates have not been generated as the format for the Marriage Certificate is yet to be finalised by the Headquarters.
5. From the BDPO's statement, it became evident that there was a systemic lapse which prevented the generation of Marriage Certificates for newly appointed Registrars such as Gram Sachivs, BDPOs, DDPOs, etc. Upon further informal inquiry by the Commission, it was ascertained that the issue pertained to stamp generation for new Registrars on the SARAL portal.

The Chief Commissioner, Haryana Right to Service Commission, discussed the matter with the Director (IT), NIC, who clarified that the issue lay with the Department, as NIC had already communicated the finalised format via email and its implementation now rested with the concerned Department, i.e. CRID. **After the intervention of the Chief Commissioner**, the issue was resolved and the Marriage Certificate was generated on 26.06.2025, which was duly communicated to the Commission by the respondent and confirmed by the complainant.

6. The Commission has carefully considered all the facts and circumstances of this case. It is indeed surprising that although the powers to register marriages were delegated to new Registrars vide instructions issued by CRID on 19.07.2024, the necessary backend system support for generating Marriage Certificates through their logins remained non-functional until 25.06.2025. This glaring lapse came to light only after the Commission's intervention, which ultimately compelled the concerned authorities to address the issue. Such a situation is deeply concerning, as it reflects the casual approach and indifference of the system towards the genuine difficulties faced by ordinary citizens. It must also be noted that this is likely just one of many instances where citizens have suffered due to the non-generation of their Marriage Certificates. The Commission is of the view that for every such complainant who approaches the Commission, there could be many more who are silently enduring hardship because of this administrative failure.

It is imperative to recognise that a Marriage Certificate is not a mere formality — it is an essential document for a newly married couple. It is required for making consequential changes in other crucial documents such as passports, identity cards, ration cards, bank records, and for availing various government benefits. Any delay in its

issuance can have a cascading impact on multiple aspects of a citizen's life, causing unnecessary distress and avoidable inconvenience. This has already been seen in a case in the past where an individual was forced to cancel his plans to travel abroad with his family solely because his Marriage Certificate was unduly delayed by one of the Registrars, without any regard for the serious consequences this could have on the applicant's personal and professional commitments.

It is extremely disheartening that despite having ample time to test and ensure the seamless functioning of backend processes, no proactive steps were taken by the CRID Department to verify whether the new Registrars were able to discharge their duties effectively for practically one year from 19.07.2024 to 26.06.2025. It is clear that the Gram Sachivs who were delegated powers to register the marriages could not help in generation of marriage certificates throughout the State because of a minor issue of the approval of a stamp to be generated for the new Registrars. The general public, who approach government offices with the expectation of timely and hassle-free service delivery, should not have to suffer due to such administrative neglect and lack of accountability. The Commission observes with regret that this case is a classic example of how systemic apathy and bureaucratic inertia can undermine the objectives of public service delivery. In the considered view of the Commission, the responsibility for this avoidable delay rests squarely with the CRID Department, including its IT wing, which failed to ensure the timely operationalisation of the backend systems required for the effective exercise of powers by the new Registrars. Such lapses erode public trust and defeat the very purpose of delegating powers closer to the grassroots.

7. In view of the fact that the issue has now been resolved and the Marriage Certificate has been issued, the Commission hereby disposes of this case. However, the Commission strongly advises the Department that any new system or process being introduced must be thoroughly tested in all respects before implementation. It must be ensured that the necessary backend infrastructure is fully prepared and capable of handling the anticipated workload. Careless or hasty rollouts without adequate system readiness lead to avoidable hardship for citizens and undermine the very objective of efficient and timely service delivery. The Department is, therefore, directed to exercise due diligence and adopt a proactive approach so that public inconvenience is minimised and faith in the governance system is upheld.
8. In this case, it has also been observed that although the application was submitted on 24.04.2025, the SARAL portal reflects the Application Submission Date as '26.06.2025' and the RTS Due Date as 21.07.2025. These dates are factually incorrect and raise serious concerns regarding data accuracy. Accordingly, the Director (IT), NIC, is requested to examine this discrepancy and submit a detailed explanation to the Commission via email by 11.07.2025. Further, appropriate corrective measures must be undertaken to ensure that such incorrect dates are not displayed on the SARAL portal for any applications in future.

2nd July, 2025

