



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-020008/64/2026/ 3421

Dated: 30.07.2026

To

The Commissioner & Secretary to Govt., Haryana,
Urban Local Bodies Department, Haryana.
E-mail: fclg@hry.nic.in

The FGRA-cum-Executive Officer,
Municipal Council, Thanesar.
E-mail: eo-thanesar@ulbharyana.gov.in

Sh. Rakesh Kumar, Tax Clerk,
Municipal Council, Thanesar.
E-mail: eo-thanesar@ulbharyana.gov.in

Subject: Revision no. AAS26/2441638/RADHA RANI, YOGITA VERMA, MANMOHAN VERMA, ASHISH VERMA - Issuance of new Property ID [RTS - 10 Days]- Kurukshetra- Interim orders-I.

Sir,

I have been directed to invite reference to subject cited above and to send herewith a copy of Interim orders-I dated 28.07.2026 passed by the Haryana Right to Service Commission.

The FGRA & the Tax Clerk is directed to send a report/reply to the Commission by 12.08.2026 through e-mail ID: rtsc-hry@gov.in. Physical copy must not be sent. The reply being sent must also mention the name of the signatory along with the designation, without which the replies will not be entertained.

(Sube Khan)

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

CC: Revisionist Radha Rani, Yogita Verma, Manmohan Verma, Ashish Verma (contact no. 9466047459, e-mail: manverma003@gmail.com) for information.



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Interim orders-I

(Revision no. AAS26/AAS26/2441638/RADHA RANI, YOGITA VERMA, MANMOHAN VERMA, ASHISH VERMA - Issuance of new Property ID [RTS - 10 Days]- Kurukshetra)

Hearing date: 14.07.2026

Time: 11:00 am

Case type		Revision on AAS
Department		Urban Local Bodies Department
Name of Service		Issuance of new Property ID
Application no. & date of application		0320427639256 Dt. 10 Feb 2026
RTS timeline		10 days
RTS Due Date		25.02.2026
District		Kurukshetra
Name of the Revisionist		Radha Rani, Yogita Verma, Manmohan Verma, Ashish Verma
Designated Officer	Designation	Superintendent-cum-Secretary, Municipal Council, Thanesar
	Action taken with date	Application rejected on 14.03.2026
	Remarks on SARAL	"New Pid Application Submitted"
First Grievance Redressal Authority	Designation	Executive Officer, Municipal Council, Thanesar
	Date and mode of appeal submitted to FGRA	Auto Appeal on 26.02.2026
	Remarks of the Revisionist	NA
	Action taken by the FGRA with date	No action
	Remarks of FGRA	NA
Second Grievance Redressal Authority	Designation	District Municipal Commissioner, Kurukshetra
	Date and mode of appeal submitted to SGRA	Auto Appeal on 14.04.2026
	Remarks of the Revisionist	NA
	Action taken by SGRA with date	Appeal dismissed on 15.04.2026
	Remarks of SGRA	"The appeal has been rejected by MC Thanesar./"
Commission	Mode & Date of filing of Revision	Self filed by Applicant through SARAL Helpline on 16.04.2026
	Remarks of the Revisionist	"As per Citizen Voice, the citizen applied for the issuance of a new Property ID, but the department rejected the application. The citizen is not satisfied with the department remarks and wants to know why the application was rejected. The citizen has also stated that if the department needs to contact them, they can reach them at the mobile number 9466047459. Kindly check the issue and resolve it as soon as possible. /"

	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. An application was submitted by four applicants, namely Ms. Radha Rani, Ms. Yogita Verma, Mr. Manmohan Verma and Mr. Ashish Verma on 10.02.2026 for the service "Issuance of Property ID" notified under the Haryana Right to Service Act, 2014 (hereinafter referred to as the "Act"). The application was rejected on 13.03.2026 by Sh. Rakesh Kumar, ULB Maker (Tax Clerk), on the grounds of variation in the property size observed during the site visit and non-submission of proper ownership and area-related documents as per the policy guidelines. Prior to this action, an appeal had been auto-escalated to the FGRA on 26.02.2026. Subsequently, a further appeal was auto-escalated to the SGRA on 14.04.2026, which was dismissed on 15.04.2026.

Thereafter, the Revisionist filed a Revision before the Commission on 16.04.2026. Taking cognizance of the matter, the Commission sought a report from the Designated Officer-cum-Secretary, Municipal Council, Thanesar vide Commission's letter No. 1835 dated 22.04.2026. In response, a reply was received from Sh. Rajesh Kumar, Executive Officer, Municipal Council, Thanesar, vide letter No. 1295/MCT dated 06.05.2026. The reply stated that the application for issuance of a new Property ID was rejected by Nagar Parishad, Thanesar, as the applicant had failed to upload the mandatory documents prescribed under the SOP, including a proper site plan and an area verification report/certificate from the Halka Patwari/Tehsildar, due to which the property area could not be verified.

3. Upon perusal of the Revision, the Commission observed that the applicant had uploaded the ownership proof, which reveals that the names of the applicants, namely Ms. Radha Rani, Ms. Yogita Verma and Mr. Ashish Verma, appear in the Jamabandi/revenue record along with the ownership and land details. Further, the SOP for "Creation of New PID" recognizes Jamabandi/Fard as a valid ownership document and does not specifically mandate the submission of a separate verification certificate/report from the Halka Patwari/Tehsildar. It was also observed that, while the rejection order cites "variation in property size during the site visit" as the ground for rejection, the reply submitted by the Department primarily relies upon the alleged non-submission of proper ownership/verification documents.

Before proceeding further in the matter, the Revisionist was directed to submit his/her comments on the Department's reply vide email dated 26.05.2026. In response, a reply was received from the Revisionist, Mr. Manmohan Verma, vide email dated 26.05.2026. The Revisionist submitted that all the required documents, including the Jamabandi, Intkal, and Aadhaar, had been uploaded on the portal and that the Jamabandi/Intkal are valid revenue records. It was further contended that a separate site plan was not uploaded because the actual plot area differs from the area reflected in the site plan; therefore, the actual latitude and longitude coordinates of the property were provided instead. The Revisionist also stated that the property is ancestral and alleged that no communication was made to the applicants during the site inspection.

4. (a) In view of the reply received from the Revisionist and to proceed further in the matter, a hearing was scheduled to be held before the Haryana Right to Service Commission on 14.07.2026 at 11:00 a.m. vide the Commission's letter No. 2813 dated 22.06.2026. The hearing took place as scheduled and was attended by the following:

- i. Sh. Rajesh Kumar, FGRA-cum-Executive Officer, Municipal Council, Thanesar
- ii. Sh. Vikas Guliya, Tax Clerk, Municipal Council, Thanesar
- iii. Sh. Manmohan Verma, Revisionist

The hearing was taken by the Secretary on 14.07.2026 at 11.00 am through VC. The hearing was attended by Sh. Vikas Guliya, Tax Clerk, Municipal Council, Thanesar, although he had not been summoned. Upon being asked to disclose his name and

designation, he introduced himself as a Tax Clerk. It was observed that he was not even aware of the Application ID pertaining to the present case and sought the same from the Commission during the hearing.

He was informed that Sh. Rajesh Kumar, First Grievance Redressal Authority (FGRA), Municipal Council, Thanesar, had been specifically summoned for the hearing and was directed to ensure his participation. Thereafter, Sh. Vikas Guliya connected the call with Sh. Rajesh Kumar, FGRA.

During the hearing, Sh. Rajesh Kumar, FGRA submitted that a site plan was mandatory for the creation of a new Property ID and categorically stated that the same was required under the applicable Standard Operating Procedure (SOP). The revisionist, however, submitted that all the requisite documents, including the site plan and the Jamabandi duly attested by the Patwari, have already been furnished along with the application.

The FGRA nevertheless maintained that the application has been rejected on the ground that the site plan has not been attached. He further stated that the application had been rejected by the Tax Clerk and sought to distance himself from the decision by stating that he had no role to play in the matter.

When specifically asked whether he was aware of the procedure prescribed for disposal of revisions received through the Auto Appeal System (AAS), the FGRA stated that it was not necessary to afford an opportunity of hearing to the revisionist before rejecting such revisions. The Commission is constrained to observe that the FGRA is not adequately conversant with the statutory procedure governing the disposal of revisions under the Haryana Right to Service Act, 2014. He is required to thoroughly acquaint himself with the provisions of the Act and discharge his statutory responsibilities strictly in accordance therewith while dealing with such matters in future. For ready reference, Section 6 of the Haryana Right to Service Act, 2014, is reproduced below:

"On receipt of an appeal under sub-section (1), the First Grievance Redressal Authority shall consider the matter and if, in its opinion, the grievance of the eligible person appears to be genuine, it may direct the Designated Officer to provide the service within seven working days, or such period as may be specified by it, and, in case of default, to appear before it in person and explain the reasons thereof. After affording an opportunity of hearing to the Designated Officer and the eligible person, the First Grievance Redressal Authority may pass a reasoned order in writing either accepting the appeal or rejecting the same."

5. The Commission is of the considered opinion that ignorance of the statutory procedure by the First Grievance Redressal Authority undermines the very object of the Haryana Right to Service Act, 2014. Failure to follow the mandatory procedure not only results in unnecessary delay and denial of notified services but also causes avoidable hardship to citizens by raising unwarranted objections, thereby defeating the legislative intent of ensuring timely, transparent and accountable delivery of public services. The FGRA demonstrated a lack of knowledge of the mandatory procedure prescribed under Section 6 of the Act, failed to afford an opportunity of hearing before rejecting the appeal and attempted to evade responsibility by attributing the decision solely to the Tax Clerk. Such conduct reflects gross negligence in the discharge of statutory functions. Therefore, the Commission in its powers vested under section 17(1)(d) hereby recommends initiation of disciplinary action against Sh. Rajesh Kumar, First Grievance Redressal Authority (FGRA), Municipal Council, Thanesar, for failure to discharge his statutory duties under the Haryana Right to Service Act, 2014. The Commissioner & Secretary to Government, Haryana, urban Local Bodies Department is requested to intimate the Commission of the action taken in this case within 30 days of the receipt of these orders as provided in Section 18 (1) which states as under: -

'The State Government shall consider the recommendations made by the Commission under clauses (d), (e) and (f) of sub-section (1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission, In case the State Government decides not to implement any of the recommendations of the

Commission, it shall communicate the reasons for not acting on the recommendations to the Commission'.

6. Sh. Manmohan Verma, the revisionist, was informed that since his application bearing No. 0320427639256 had already been rejected, he would be required to submit a fresh application for the notified service. The FGRA is directed to ensure that, upon receipt of the fresh application, the same is processed strictly in accordance with the provisions of the Haryana Right to Service Act, 2014, the applicable Urban Local Bodies Rules and Regulations, and the prescribed Standard Operating Procedure. **The application shall be decided within seven working days from the date of its receipt, under intimation to the Commission by 12.08.2026 through e-mail ID: rtsc-hry@gov.in only.**

7. **Additionally, as the application was rejected by Sh. Rakesh Kumar, Tax Clerk, the Commission, before taking a decision regarding the imposition of a penalty upon him, hereby grants an opportunity to submit his explanation. He is directed to send his reply to the Commission by 12.08.2026 through e-mail ID: rtsc-hry@gov.in only.**

Dated: 28.07.2026

