

Through e-mail only



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-020008/2/2026/367

Dated: 22nd Jan 2026

To

The SGRA-cum-Commissioner,
Municipal Corporation, Panchkula.
E-mail: dmc-panchkula@ulbharyana.gov.in

The Joint Commissioner,
Municipal Corporation, Panchkula.
E-mail: mcpanchkula@gmail.com

The FGRA-cum-Deputy Municipal Commissioner,
Municipal Corporation, Panchkula.
E-mail: dmc7pkl@gmail.com

The Designated Officer-cum-Zonal Taxation Officer,
Municipal Corporation, Panchkula.
E-mail: mcpanchkula@gmail.com

Subject:- Revision No. AAS25/2055568/ULB- Manga Ram - Issuance of new Property ID [RTS - 10 Days]- Panchkula- Interim orders-I.

Sir/Madam,

I have been directed to invite reference to the subject cited above and to send herewith a copy of interim orders-I dated 21.01.2026 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

Additionally, you are requested to send your replies to the Commission by 30.01.2026 only on e-mail ID of the Commission. i.e. rtsc-hry@gov.in and a physical copy of the same must not be sent. The reply to this letter must be signed by you in person and none else, mentioning your name and designation also without which it will not be entertained.

(Sube Khan)

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

CC: Revisionist Manga Ram (contact no. 9876532795) for information.



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Interim Orders-I

**(Revision No. AAS25/2055568/ULB- Manga Ram - Issuance of new Property ID
[RTS - 10 Days]- Panchkula)**

Hearing date: 20.01.2026

Time: 12:00 noon

Case Type		Revision on Auto Appeal System (AAS)
Department		Urban Local Bodies
Name of Service		Issuance of new Property ID
Application No. & Date of Application		0530797201614; Dt. 29 Sep 2025
RTS Timeline		10 days
RTS Due Date		29.09.2025
District		Panchkula
Name of the Revisionist		Sh. Manga Ram
Designated Officer (DO)	Designation	Zonal Taxation Officer, Municipal Corporation, Panchkula
	Action taken with date	Application rejected on 23.12.2025
	Remarks on SARAL	"New Pid Application Submitted"
First Grievance Redressal Authority (FGRA)	Designation	Deputy Municipal Commissioner, Municipal Corporation, Panchkula
	Date and mode of appeal submitted to FGRA	Auto Appeal on 17.10.2025
	Remarks of the Revisionist	NA
	Action taken by the FGRA with date	No action
	Remarks of FGRA	"NA /"
Second Grievance Redressal Authority (SGRA)	Designation	Commissioner, Municipal Corporation, Panchkula
	Date and mode of appeal submitted to SGRA	Auto Appeal on 03.12.2025
	Remarks of the Revisionist	NA
	Action taken by SGRA with date	Appeal resolved on 24.12.2025
	Remarks of SGRA	"resolved/"
Haryana RTS Commission (HRTSC)	Mode & Date of filing of Revision	Self-filed by applicant on SARAL portal on 12.11.2025

	Remarks of the Revisionist	“due to lack of information about fees and required documents please give a chance to submit all required informantion /”
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. Upon perusal of the revision details, it was found that no action was taken by the DO and the FGRA. Additionally, the action taken by the SGRA was also found to be deficient. Therefore, taking cognizance of the matter, notices under Sections 17(1)(h) and 17(1)(d) of the Haryana Right to Service Act, 2014 (hereinafter referred to as the ‘Act’) were issued to the DO, FGRA and SGRA to submit their replies to the Commission by 15.01.2026 vide letter nos. 131, 132 and 133 dated 08.01.2026. They were also requested to appear for a hearing before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 20.01.2026 at 12:00 noon.

3. (a) The hearing took place as scheduled, which was attended by:
- i. Ms. Simran, HCS, Joint Commissioner, Municipal Commissioner, Panchkula
 - ii. Sh. Vinod Nehra, FGRA-cum-Deputy Municipal Commissioner, Municipal Commissioner, Panchkula
 - iii. Sh. Akash Kapoor, Designated Officer-cum-Zonal Taxation Officer, Municipal Commissioner, Panchkula
- (b) Sh. Manga Ram, the Revisionist, failed to attend the hearing despite advance notice. At the outset, the Joint Commissioner was asked to explain how the SGRA had marked the second appeal as “resolved” on 24.12.2025, whereas, in fact, the appeal had been *rejected*. The reasons for such rejection are also not clear to the Commission. It is observed that on 29.09.2025, the rejection reasons have been recorded ambiguously as “*Citizen not attached documents as per the SOP. Executive magistrate affidavit. Old Electricity bill Map/ Floor Details ID proof. Citizen not responded from almost a year over a portal. As per the above documents not attached claim may be rejected*” and despite the non-creation of the Property ID (PID), demand, arrears, and interest have been reflected against the property amounting to ₹144.672/-, ₹2,170/- and ₹1,718.07 respectively. The Joint Commissioner, assisted by the Zonal Taxation Officer (ZTO), explained that the demand, arrears and interest were shown erroneously in advance and that the said amounts would become payable only if and when the PID is created. They further referred to SOP dated 12.03.2024 relating to submission of deficient documents. However, the Commission explained to the respondents that the said SOP is not applicable in the present case, as it pertains to issuance of property certificates to occupiers of properties falling under Lal Dora of Municipal areas, which confers ownership rights upon the applicants. It is clarified that creation of a PID does not confer ownership rights, as per settled principles of law, as well as the note contained on property tax receipts issued by the Urban Local Bodies. The objections regarding

variations in the site plan, measurements, etc., *prima facie* appear to be genuine and require proper consideration rather than outright rejection. At this stage, the Joint Commissioner sought time to submit a comprehensive reply to the matter, which was granted. The Joint Commissioner is directed to submit a detailed reply by 30.01.2026, clearly explaining the basis for reflecting tax liabilities prior to PID creation and the justification for rejection of the application, to the Commission's e-mail: rtsc-hry@gov.in.

- (c) Sh. Vinod Mehra was asked as to why he did not take any action on the first appeal which remained pending with him from 17.10.2025 to 03.12.2025. He stated that he is not the officer dealing with such matters as per the delegation of powers. His contention is totally misplaced because he has been made the First Grievance Redressal Authority (FGRA) by Gazette Notification of the Government of Haryana and whether he is entrusted with dealing with tax matters or not, he remains the FGRA and is under a statutory obligation to perform his duties as the FGRA under the Act. At this stage, he submitted another obstacle, namely that his login credentials have not been created on the AAS Portal. This is a lapse on the part of the Commissioner, Municipal Corporation, Panchkula. Therefore, the Commissioner, Municipal Corporation, Panchkula is directed to explain as to why the login credentials of the FGRA for this service have not been created so far. He is also directed to check whether the login credentials of all other appellate authorities, as per the provisions of the Gazette Notification, have been created and are functional or not. He is directed to send a report in this regard by 09.02.2026 via e-mail: rtsc-hry@gov.in. At the same time, Sh. Vinod Mehra is also directed to explain as to why he did not respond to the communication of the Commission dated 08.01.2026, which was sent to him through email. He is directed to send the reply by 30.01.2026 via e-mail: rtsc-hry@gov.in.

21st January, 2026

