



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

(Through E-mail Only)

Letter No. 358

Dated: 21/01/26

To

Sh. Anil Kumar,
Branch Manager,
Axis Bank, Danoda Khurd,
Narwana, Haryana.
Contact No.
E-mail: danodakhurd.branchhead@axisbank.com

Sh. Prateek Lallar, Deputy Manager
(on behalf of Sh. Anil Kumar,
the Branch Manager, Axis Bank, Danoda Khurd)

Subject:-

Revision Details - AAS25/1614214- AHD Name - Sh. PAWAN KUMAR
Service - Scheme for Establishment of Mini Dairy/Hi-Tech Dairy Units
[RTS - 30 Days] Self Filed by Applicant on Saral Portal(Saral) on
06.12.2025.

Sir,

I am directed to forward herewith a copy of the orders dated **19.01.2026** passed by **Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission**, Chandigarh for information and necessary compliance. Sh. Prateek is directed to get the needful done and take a decision on the application of the revisionist within maximum period of ten working days from today and i.e. by 04.02.2026 and to send a report in this regard through email by 05.02.2026. The next hearing in this case will be held at 10:30 am on 06.02.2026 which should be attended by the Branch Manager as well as the in-charge of the team that dealt with this application in this bank.

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

Encl: As above

(Sube Khan)

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

Endst. No. 359

Dated: 21/1/26

A copy of the above is forwarded to the following for information and necessary action please:-

- i. The Managing Director, Axis Bank, E-mail: md&ceo@axisbank.com
- ii. The Revisionist- Sh. Pawan Kumar No. 9996397407 E-mail: pkkalodia@gmail.com (through AAS portal).

(Sube Khan)

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



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Interim orders-II

**(In Respect of Revision Details - AAS25/1614214- AHD Name - Sh. PAWAN KUMAR
Service - Scheme for Establishment of Mini Dairy/Hi-Tech Dairy Units [RTS - 30
Days] Self Filed by Applicant on Saral Portal(Saral) on 06.12.2025.)**

Hearing date: 19.01.2026

Time: 10:30 am

These orders are in continuation of the interim orders dated 12th January, 2026 issued vide the Commission's letter no. 240 dated 14th January, 2026 in respect of the hearing held on 12th January, 2026 at 11:00 am. The operative part of the said orders is reproduced as under: -

"4(a) *The Commission has carefully considered all the facts and circumstances of the case. The audacity of Shri Anil Kumar in defying not only the implementation of the Government scheme but the directions of the Commission are writ large on the face of it. He is sitting over the application for more than one year and two months. After the issuance of the notice of the Commission, he has just responded that the team had been deputed to the village but the revisionist was not in the village. It clearly proves that no action was taken since 04.11.2024 till the time this team was allegedly sent. The Revisionist had refuted the claim of the Branch Manager that somebody had visited the village and now after getting the response of the Revisionist, the Branch Manager has replied that a team will be deputed again.*

(b) *The Government of Haryana is committed to the upliftment of the poor sections of the Society and that is why, the benefits of the scheme for establishment of Mini Dairy / Hi Dairy Units are extended to poor sections of the society for which subsidy is granted and that is why, the scheme falls under the priority area of the Government. Most likely, this loan by the Bank will be categorized under the priority sector lending. Sitting over the application for more than one year and 2 months is certainly unjustified and had he been an employee of the Government of Haryana, the recommendation to charge-sheet him under Section 17(1)(d) of the Act would have certainly been made to the competent authority of the Government of Haryana. However, since he is under a private bank, recommendation is hereby made to the Managing Director, Axis Bank to initiate suitable disciplinary action against him not only for his inaction, apathetic attitude but also for audacious behavior under intimation to the Commission. A copy of these orders is also being endorsed to the Secretary, Department of Financial Services, Govt. of India for their information and to issue advisory to such Banks to take prompt action on the applications which are forwarded by the Government of Haryana for the benefit of poor sections of the society.*

(c) *At the same time, Shri Anil Kumar is reminded of the powers of the Haryana Right to Service Act, 2014 whereby under Section 17(3), the Commission can summon him and ensure his presence in the Commission through coercive measures. In*

this case, he was asked to attend the hearing only through VC which he could have attended from the comfort of his office but if he does not attend the next hearing, the Commission would be constrained to issue bailable/non -bailable warrants against him for his production in the Commission. He is also directed to depute the team again immediately to the village and report compliance to the Commission. To avoid dispute regarding availability of the applicant in the village, he is directed to inform the applicant in advance about the visit and send the geo-tagged photos of the visit of the team to the village. The next hearing in this case will be held at 10.30 am on 19.01.2026.”

2. The hearing was held as scheduled, which was attended by Sh. Prateek Lallar, Deputy Manager on behalf of Sh. Anil Kumar, the Branch Manager, Axis Bank, Danoda Khurd. Sh. Pawan Kumar, revisionist did not appear for the hearing and since the Branch Manager did not join, he was not contacted telephonically.

Sh. Prateek informed that Sh. Anil Kumar is on leave since 12.01.2026 and will join back on 01.02.2026 and he is officiating as Branch Manager in his absence. He informed that a team was sent to the village for verification of documents but since they were not having the Aadhar number and PAN number of the applicant, they contacted some other person and did his KYC. He assured that the team will be deputed again after obtaining the Aadhar Card and PAN Card of the revisionist in this case regarding which a message has been conveyed to him.

3. The Commission is amazed at the irresponsible attitude of Sh. Anil Kumar, Branch Manager, as well as the officials dealing with the present case on behalf of the Branch. After getting the orders of the Commission dated 12.01.2026, which were duly communicated by the Commission on 14.01.2026, they ought to have at least inform the Commission about the leave of Sh. Anil Kumar, the facts regarding deputing of a team to the village and the accidental KYC of some other person. It is also intriguing how they can do KYC of some other person when the name of the revisionist Sh. Pawan Kumar, was clearly mentioned in the orders and when the Branch had already received all the requisite documents forwarded by the concerned SDO of the Animal Husbandry and Dairying Department. It shows total carelessness and irresponsible functioning on the part of the officials of the branch and proves the remarks contained in the Commission's order dated 12.01.2026. It is proof enough of their insensitiveness as well as total careless functioning. It is clear that they give two hoots to the Government Schemes or to the orders of a statutory authority like Haryana Right to Service Commission. The Commission will take all these facts into account while passing the final orders in this case. At the same time, Sh. Prateek is directed to get the needful done and take a decision on the application of the revisionist within maximum period of ten working days from today and i.e. by 04.02.2026 and to send a report in this regard through email by 05.02.2026. The next hearing in this case will be held at 10:30 am on 06.02.2026 which should be attended by the Branch Manager as well as the incharge of the team that dealt with this application in this bank.

19th January, 2026

