

Through e-mail only



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-79/Revenue/2025/ 3846
To

Dated: 15th Sep 2025

The Commissioner & Secretary to Govt., Haryana,
CRID, Haryana.
E-mail: acs-crid@hry.gov.in

The Joint Chief Executive Officer,
Haryana Parivar Pehchan Authority.


The Designated Officer-cum-Registrar-cum-Tehsildar,
Fatehabad, Haryana.
E-mail: tehsildarfatehabad@gmail.com

Subject:- Registration of marriage- Complaint of Sh. Satpal & Smt. Soniya (Saral ID- 251063876251 dated 10.06.2025).

Sir,

I am directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 12.09.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission.

The replies must be sent to the Commission by 30.09.2025 through e-mail ID: rtsc-hry@gov.in only. 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: Sh. Satpal (Contact No. 98961-88991, e-mail: satpalkumar88991@gmail.com) for information.



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Interim orders

**(In respect of HRTSC/Comp-79/CRID/2025 Registration of Marriage -
Complaint of Sh. Satpal and Smt. Soniya)**

Date: 05.09.2025

Time: 12:45 pm

1. These orders are in reference to the Commission's interim orders dated 17.06.2025, which are enclosed and be treated as part of these orders. Vide the interim orders, the Commission had advised the complainant to submit a fresh application for marriage registration along with the requisite documents in accordance with CRID instructions. He was also informed that he is eligible to apply under Rule 4.3, provided the status of the deceased parent is correctly recorded in the FIDR.
2. In compliance with the Commission's interim orders, an email dated 21.06.2025 was received from Sh. Satpal. The complainant stated that, pursuant to the Commission's directive, he reapplied for marriage registration on 10.06.2025. However, his application was rejected by the DO on the ground that the dates of birth (DOB) of the bride and groom were not verified in the CRID data.
3. In view of the said email, the Commission sought clarification from CRID as to whether the DOBs of both applicants in their Family IDs were verified in the database and if so, the dates of such verification were requested. Additionally, the Commission sought clarification as to whether the marriage registration portal allows an application to be submitted if the DOBs are not verified, vide Commission's letter no. 2618 dated 03.07.2025.
4. In response, two replies were received:
 - i. The first reply dated 15.07.2025 was received from Sh. Sanjeev Sharma, Deputy Superintendent for Commissioner & Secretary to Govt., Haryana, CRID. The reply stated that the marriage registration portal is designed to ensure that age verification is completed before accepting an application. In other words, in the absence of verified DOB in the FIDR, the portal prompts the applicant to first get the DOB verified.
 - ii. The second reply was received from Sh. Vasdev, Assistant for Superintendent for Commissioner & Secretary to Govt., Haryana, CRID, vide letter no. 8/1/2024-1CRID dated 01.08.2025. The reply stated that the DOB of the groom was verified on 08.07.2025 and that of the bride was verified on 19.06.2024.

5. Upon perusal of the replies, the Commission observed that the first application for registration of marriage was filed by the applicants on 02.04.2025 and the second application on 10.06.2025. From the replies received from CRID, it is evident that both applications were filed even before the groom's DOB was verified in the FIDR (i.e., on 08.07.2025). However, since CRID itself has clarified that the portal does not allow submission of applications in cases where DOBs are not verified, a discrepancy arises as to how the applicants' applications were accepted in this case. Therefore, to resolve the discrepancy and to proceed further in the matter, a hearing was scheduled before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission, on 05.09.2025 at 12:45 p.m., vide Commission's letter no. 3622 dated 29.08.2025.

6. (a) The hearing took place as scheduled, which was attended by:

- i. Sh. Deepak Kumar, HCS, Joint Chief Executive Officer, HPPA
- ii. Sh. Ashish Kumar, Designated Officer-cum-Naib Tehsildar, Fatehabad
- iii. Sh. Satpal, complainant alongwith Sh. Anand Barwala

(b) At the outset, Sh. Deepak Kumar was asked to clarify how the applicants were able to submit marriage registration applications on 02.04.2025 and 10.06.2025, when the portal does not permit submission unless the dates of birth (DOB) of both the bride and groom are verified in the FIDR. This query arose as per the reply received from CRID, which stated that the groom's DOB was verified only on 08.07.2025. In response, he explained that the groom's DOB was updated and verified on 08.07.2025. He further clarified that the FIDR follows a defined hierarchy of documents for DOB verification. It is possible that the applicant produced a higher-order proof of DOB than the one previously available in the database, due to which the groom's DOB was updated and subsequently verified based on the newly submitted document.

(c) During the proceedings, Sh. Deepak Kumar also posed a query to Sh. Ashish Kumar, DO, asking how he had ascertained that the groom's DOB was not verified. In response, the DO stated that he had it checked from the ADC database. Sh. Deepak objected to this and clarified that Registrars are not authorized to access the CRID database. He explained that once data is fetched by the system through FIDR and the application reaches the Registrar's login, the Registrar is required to act strictly in accordance with the instructions issued by CRID vide letter dated 19.07.2024. He further emphasized that database access is strictly limited to the ADC for functions specifically assigned by CRID and is not meant for use by any other Department. Sh. Deepak also questioned the DO as to whether this practice of seeking verification from the ADC's office is followed uniformly for all applications or only in select cases. The DO, however, could not provide a satisfactory response to this query.

(d) At this stage, the DO observed that in several instances, although applications appear in his login, verification from the ADC database reveals that the DOB of the bride, groom or both is not verified in CRID's records. He also sent a few screenshots to support his claim in this regard (copies enclosed with these orders). He pointed out that this raises concerns regarding the authenticity of the data being transmitted by CRID for the purpose of marriage registration, as the accuracy of the bride's and groom's DOB is of critical importance. He further sought greater clarity on the process, highlighting that discrepancies in the data could potentially result in fraudulent registrations of marriages.

(e) The complainant stated that he was ultimately able to obtain the marriage certificate by applying to the Registrar at the bride's place of residence. He further produced a screenshot of another application in which Sh. Ashish Kumar, DO, had initially marked the file as "Incomplete" and, instead of providing specific details in the remarks column, had written "File in process," thereby causing confusion to the applicant regarding the actual status. Subsequently, after the applicant waited for over a month and sought clarification, the application was rejected on the same ground, i.e., "DOB not verified." The complainant also levelled serious allegations against the functioning of the DO, asserting that the majority of files handled by him had been rejected on the pretext of DOB not being verified. He further shared a screenshot showing that the portal doesn't allow the application process to proceed if the DOB of both bride and groom is not verified in CRID's database. The system sends a prompt in such cases to get the Dob verified before submission of application.

7. (a) The Commission has carefully considered all facts and circumstances of the case. It is evident that the instructions dated 19.07.2025 issued by CRID regarding marriage registration are explicit in stating that Registrars are not required to demand or verify documents relating to date of birth (DOB) or residence proof for applicants possessing a Family ID. Instruction No. 3.12, which clearly sets out this position, is reproduced below:

"3.12. Eligibility of the marriage i.e. identity, age of the Bride and Groom and their address proof shall be determined based on data from the Family Id of such person received from the Family Information Data Repository (FIDR), maintained by the Haryana Parivar Pehchan Authority (HPPA) in case of the bride or groom residing in Haryana. In case the bride or groom do not reside in Haryana or do not have PPP ID, they shall upload the relevant documents as mentioned at subsection 3.14 of these instructions and the Registrar shall verify the authenticity of the documents at the time of registration."

- (b) At the same time, the concern raised by the DO cannot be overlooked, as it brings into question the authenticity of CRID's data. If the DOB verification is a prerequisite for submission of an application, there should be no instance where the Registrar, upon cross-checking with the ADC's database, finds the DOB as "not verified." In light of this, Sh. Deepak Kumar, Joint CEO, HPPA, is hereby directed to examine the statement made by the DO and furnish a detailed report on the DOB verification of the groom in this case. The report must clearly indicate the exact date on which the DOB of Sh. Satpal was first verified in FIDR, along with the document on the basis of which such verification was carried out. All subsequent dates of updation and verification, together with supporting documents, shall also be provided.
- (c) The functioning of Sh. Ashish Kumar also appears to be under question, as a review by the Commission indicates that a majority of the applications handled by him were either rejected or marked as "Incomplete." Accordingly, the Commissioner & Secretary, CRID, is requested to have the system logs w.e.f. 01.01.2025 where he is Registrar, examined and submit a report to the Commission. The report should clearly specify the total number of applications received by Sh. Ashish Kumar in his capacity as Naib Tehsildar, Fatehabad, the number of applications marked as "File Incomplete," the number rejected and the average time taken by him for processing applications.

The reports must reach the Commission through email by 30.09.2025.

12th September, 2025

