

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-123/CRID/2025/ 4189

Dated: 08th Oct 2025

To

The Additional Chief Secretary to Government, Haryana,
CRID, Haryana.
E-mail: acs-crid@hry.gov.in

The Deputy Commissioner,
Sonipat, Haryana.
E-mail: dcsonp@hry.nic.in

The Director (IT),
NIC, Haryana.
E-mail: sharma.sp@nic.in

The Tehsildar,
Sonipat, Haryana.
E-mail: tehsil.sonipat@hry.nic.in

The Naib Tehsildar,
Gohana.
E-mail: tehsilgohana@gmail.com

Subject:- Registration of Marriage - Complaint of Sh. Sachin- Interim orders.

Sir,

I am directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 06.10.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

All are requested to send their replies by 24.10.2025 through e-mail: 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

A copy of the above is forwarded to Sh. Sachin (Contact no. 72065-50713, e-mail: sachinraman409@gmail.com) for information



(Sube Khan)

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Interim orders

**(In respect of HRTSC/Comp-123/Revenue/2025 - Registration of Marriage-
Complaint of Sh. Sachin)**

Date: 24.09.2025

Time: 12:00 noon

Case type	Complaint case (HRTSC/Comp-123/Revenue/2025)
Department	Revenue & Disaster Management Department
Name of Service	Registration of marriage
Application number	704634095955
Date of application	24.02.2025 (Saral displays it as 05.02.2025)
RTS timeline	07 days
RTS Due Date	14.08.2025 (as reflected on Saral)
District	Sonipat
Name of the Appellant	Sh. Sachin
Designated Officer (DO)	Sub Registrar-cum-Joint Sub Registrar
First Grievance Redressal Authority (FGRA)	Deputy Registrar-cum-SDO(C)
Second Grievance Redressal Authority (SGRA)	Registrar-cum-Deputy Commissioner

2. An application dated 24.02.2025 was submitted for registration of marriage with an RTS due date of 14.08.2025 (wrongly calculated) on Saral portal. Taking cognizance of the matter, a report was sought from Tehsildar, Gohana vide Commission's letter no. 2659 dated 08.07.2025.
3. A reply was received from Sh. Ashok Kumar, Naib Tehsildar, Gohana vide letter no. 1286/R dated 24.07.2025. The reply stated that the online application of the applicant was received on the portal of Tehsildar, Sonipat instead of Gohana. An objection in this regard was raised on 11.03.2025 and the applicant was also informed through the portal. However, the applicant never contacted the office of Tehsildar Sonipat/Gohana. The application was received in Tehsil Gohana on 23.07.2025 from Tehsildar Sonipat. Upon perusal, it was observed that the marriage of the applicant was solemnised on 11.12.2023 and the application for registration of marriage was submitted on 24.02.2025. Since the application was filed after one year of marriage, the delay is required to be condoned by the Deputy Commissioner. Accordingly, the file was sent to the DC on 23.07.2025. As per the instructions issued by the Deputy Commissioner vide letter dated 01.07.2025, it is mandatory for all applicants (bride and groom) to be physically present on Thursdays. Hence, the applicant in this case was required to appear physically before the DC on 28.07.2025.

4. Upon perusal of the reply, the Commission tracked the application on both the e-Disha and SARAL portals and it was found that the 'place of application' is mentioned as 'Gohana', whereas in the application, the 'place of registration' was written as 'Sonipat'. Therefore, the logs of this application were sought from NIC as recorded on SARAL and e-Disha portals, along with clarification as to whose login the application was received in. Additionally, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 09.09.2025 at 12:00 noon vide Commission's letter no. 3579 dated 27.08.2025 with Tehsildar, Sonipat and Naib Tehsildar, Gohana.
5. In response to the Commission's letter, a reply was received from the Naib Tehsildar, Gohana, vide letter no. 1367/R dated 15.09.2025. The reply stated that the appellant Sh. Sachin, had applied online for marriage registration on 24.02.2025, although the marriage was solemnised on 11.12.2023. The application was erroneously submitted to Tehsildar Sonipat instead of Tehsildar Gohana and was later forwarded to the concerned office on 23.07.2025. Since the application was filed after more than a year, prior permission of the Deputy Commissioner, Sonipat is required as per rules. As per office letter no. 1077-91/R dated 25.06.2025, both the bride and groom are mandatorily required to appear personally before the Deputy Commissioner, Sonipat on a working Thursday for consideration of delayed applications. Hence, the appellant was directed to appear before the Deputy Commissioner, Sonipat on any Thursday for disposal of his marriage registration application. Also, a reply dated 15.09.2025 was received from Director (IT), NIC wherein logs of the application has been attached but there has been no mention regarding RTS due date of the application.
6. The hearing was postponed to 24.09.2025 at 12:00 noon due to administrative reasons, as conveyed vide email dated 19.09.2025. The hearing took place as scheduled, which was attended by:
 - i. Sh. Ashok Kumar, Designated Officer-cum-Naib Tehsildar, Gohana
 - ii. Sh. Sachin, complainant

Sh. Ziwender Malik, Designated Officer-cum-Tehsildar, Sonipat, did not attend the hearing despite prior intimation from the Commission.

During the proceedings, Sh. Sachin, the appellant, submitted that he was never informed about the application having been filed with the wrong Registrar, as the Marriage Registration portal continued to reflect the status of his application as '*Pending*'. He further stated that, being employed in Gurugram, it is not feasible for him to physically attend the DC office on a working Thursday, particularly when such attendance is not mandatory under the prevailing Government's instructions dated 19.07.2024.

Sh. Ashok Kumar, Naib Tehsildar, Gohana, reiterated the contents of his reply dated 15.09.2025. However, upon being questioned, he appeared unaware of the instructions issued by CRID on 19.07.2024 regarding the Registration of Marriages.

7. (a) The Commission has carefully considered all facts and circumstances of the case.

From the replies and documents on record, it is evident that the application was incorrectly submitted to the Registrar-cum-Tehsildar Sonipat, instead of the appropriate authority, Naib Tehsildar, Gohana. However, Tehsildar Sonipat had the option to verify this on its receipt dated 24.02.2025 and transfer the application to Tehsildar Gohana, as was eventually done on 23.07.2025. The records show that when the application was received in Tehsil Sonipat on 24.02.2025, it was marked as *Incomplete* with the remark '*details not okk*' by the marriage clerk in the office of Tehsildar Sonipat on 01.03.2025. Notably, there was no observation regarding the application having been filed at the wrong place of registration. This indicates that the file was not checked diligently and was marked *Incomplete* in a routine manner. It was only after cognizance was taken and a notice issued by the Commission on 08.07.2025 to Tehsildar Gohana that action was initiated. The marriage clerk in Tehsil Sonipat subsequently retrieved the application on 11.07.2025 and noted that the matter pertained to Tehsildar Gohana. Thereafter, the application was formally transferred online to Tehsildar Gohana on 23.07.2025. Although Tehsildar Gohana marked the application for approval of the Deputy Commissioner, Sonipat on the same day, the DC reverted the file on 11.08.2025 with the remarks: "*the bride and groom not present in the court of Deputy Commissioner, Sonipat – hence reverted.*"

(b) Tehsildar, Sonipat, kept the application pending without either deciding the matter or transferring it to the competent authority. This has caused undue harassment to the applicants, who have been unable to obtain their Marriage Certificate. Accordingly, in the exercise of the powers conferred under Regulation 10 of the Haryana Right to Service Commission (Management) Regulations, 2015, a **show cause notice** is hereby issued to Sh. Ziwender Malik, Tehsildar Sonipat, requiring him to explain why it took nearly five months to transfer the application to the Naib Tehsildar, Gohana. He is directed to submit his reply to this notice by 24.10.2025. Failing this, the matter shall be decided *ex parte* on merits, as an opportunity of being heard had already been granted to him in the hearing scheduled on 24.09.2025, which he did not avail. It is further made clear that in case no

satisfactory reply is received within the stipulated time, the Commission shall be constrained to draw an adverse inference and may recommend appropriate action against him as per law.

- (c) The Deputy Commissioner, Sonipat, is hereby requested to clarify the rationale behind issuing instructions mandating that all parties applying for registration of marriages beyond one year must remain physically present in the office on Thursdays. It is further observed that no specific time or date is mentioned in such instructions, other than fixing Thursdays for this purpose. This raises a pertinent concern i.e. in the event the Deputy Commissioner is not available in office on a particular Thursday, applicants who appear in compliance with the instructions would be subjected to undue inconvenience. The Commission notes that the Government's instructions dated 19.07.2024, issued by CRID, are very clear in their intent. The said instructions provide that physical presence is not required in cases where the marriage has been solemnized with the consent of parents, as in such situations, verification is carried out through Aadhaar-based OTP authentication. The requirement of physical presence has been envisaged only in cases where the marriage has been solemnized without parental consent, to ensure due diligence. Thus, the Government's intention is explicit that the applicants should not be compelled to make unnecessary visits to the offices of Registrars merely for obtaining their Marriage Certificate. The objective of the instructions is to provide convenience to the citizens and to eliminate avoidable procedural hurdles. By insisting on physical presence in all cases of delayed registration, the instructions issued by the Deputy Commissioner, Sonipat, appear to run contrary to the Government's mandate and are causing avoidable harassment to the public at large. The Deputy Commissioner, Sonipat, is therefore directed to provide a detailed explanation by 24.10.2025 for issuance of such instructions and to justify how they align with the spirit and intent of the Government's directives dated 19.07.2024. Orders in the case will be passed only after the reply has been received from DC.
8. It has been observed that there are significant discrepancies between the application date and the RTS due date as reflected on the Marriage Registration portal developed by CRID (*shaadi.haryana.gov.in*) and the Saral portal. Specifically, the application date is shown as 24.02.2025 on *shaadi.haryana.gov.in*, whereas Saral reflects the date as 05.02.2025. Additionally, the RTS due date on Saral has been indicated as

14.08.2025, which is incongruous for a service that has a statutory RTS timeline of seven days. Furthermore, another issue has been identified concerning the online process itself. The applicant-facing front-end portal (shaadi.haryana.gov.in), developed by CRID and the back-end processing system (edisha.gov.in), developed by NIC, are not fully integrated. This lack of seamless integration creates several operational challenges:

- A. Remarks entered by Registrars during application processing are not visible to applicants when tracking the status through shaadi.haryana.gov.in and the application simply appears as '*Pending*'.
- B. When a file is marked as *Incomplete* due to missing documents and reverted by the Registrar, the applicant cannot view the specific reasons to take corrective action independently. Applicants have to rely on phone calls from clerks at the Registrar's office to provide the information on required documents, which are then uploaded manually by the marriage clerk, thereby causing a further delay in the delivery of service.

This fragmented process causes unnecessary delays and confusion for applicants. It is, therefore, imperative that the online system be further simplified and that both portals—shaadi.haryana.gov.in and edisha.gov.in—reflect the same status with precise and complete remarks. This will ensure transparency, reduce dependency on manual communication and streamline the process for the public. Also, the application must be returned to the applicant's login when reverted by the Registrar, enabling the applicant to take corrective action directly and resubmit the necessary documents without dependency on office communications.

The Director (IT), NIC, and technical team of CRID is requested to address these issues and submit a report by 24.10.2025 detailing the corrective measures and timeline for full integration, as well as ensuring that reverted applications are restored to the applicant's login for corrective action.

- 9. A copy of these orders is also being forwarded to the ACS, CRID, for comments on whether the instructions issued by the Deputy Commissioner vide office letter no. 1077-91/R dated 25.06.2025 (enclosed) are in alignment with the spirit and intent of the CRID instructions dated 19.07.2024. In the event these instructions are not consistent with the earlier guidelines, it is requested that appropriate directions be

issued regarding the handling of cases where the delay in registration is to be condoned by the SDM or the DC. The Commission has observed in various districts that, despite the files being submitted online for condonation of delay, physical files are still being required to be sent to higher authorities for approval. Such a practice defeats the very purpose of the online system and creates unnecessary procedural delays.

06th October, 2025

