



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. HRSC-020008/96/2025/2588

Dated: 03rd July 2025

To

1. The SGRA-cum-SP,
Narnaul.
E-mail: spnrl@hry.nic.in sisnarnaul@gmail.com
2. The FGRA-cum-DSP,
Narnaul.
E-mail: dspnrlhq-hry@nic.in
3. The Designated Officer-cum-SIS,
Sub Division-DSP(HQ), Narnaul.
E-mail: sis-nrl.pol@hry.gov.in

Subject: Revision No. AAS25/1620357- Surender Kumar- Character Certificate [RTS - 21 Days]- Narnaul.

Sir/Madam,

I have been directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 30.06.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission.

All the above three officers are requested to submit their replies to the Commission by 14.07.2025, failing which the Revision will be decided on available facts and merits. The reply must be sent only to the Commission's email ID i.e., rtsc-hry@gov.in and a physical copy should 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: Appellant Surender Kumar (Contact No. 86859-14444, 9050464697) (e-mail: surenderkumarbuchawasia@gmail.com) (through AAS) for information.



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Interim Orders

(In respect of Revision No. AAS25/1620357- Sh. Surender Kumar)

Hearing date: 30.06.2025

Time: 12:00 noon

Case Type		Revision on Auto Appeal System (AAS)
Department		Police Department
Name of Service		Character Certificate
Date of Application		20.04.2025
RTS Timeline		21 Days
RTS Due Date		21.05.2025
District		Mahendergarh
Name of the Appellant		Sh. Surender Kumar
Designated Officer (DO)	Designation	Sub-Inspector Security (SIS), Sub-Division – DSP(HQ), Narnaul
	Action taken with date	Service completed on 21.05.2025
	Remarks on SARAL	"Na"
First Grievance Redressal Authority (FGRA)	Designation	DSP, Sub-Division – DSP(HQ), Narnaul
	Date and mode of appeal submitted to FGRA	Self-filed by applicant on SARAL portal on 21.05.2025
	Remarks of the Appellant	"I am not satisfied with the service /"
	Action taken by the FGRA with date	Appeal resolved on 03.06.2025
	Remarks of FGRA	"A Soft copy attached /"
Second Grievance Redressal Authority (SGRA)	Designation	SP, Mahendergarh
	Date and mode of appeal submitted to SGRA	Self-filed by applicant on AAS portal on 05.06.2025
	Remarks of the Appellant	"I am not satisfied with the service /"
	Action taken by SGRA with date	Appeal resolved on 09.06.2025
	Remarks of SGRA	"A Soft copy attached /"
Haryan RTS Commission (HRTSC)	Mode & Date of filing of Revision	Self-filed by Applicant on AAS portal 09.06.2025
	Remarks of the Appellant	"I am not satisfied with the service provided by the police department/"
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. Taking cognizance of the matter, a notice under Section 17(1)(h) of the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') was issued to the DO. Further, notices under Section 17(1)(d) of the Act were issued to the FGRA and SGRA. They were directed to submit their replies to the Commission by 25.06.2025 and to appear before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 30.06.2025 at 11:15 a.m., as conveyed vide Commission's letter dated 16.06.2025. Due to administrative reasons, the hearing was rescheduled to 30.06.2025 at 12:00 noon.
3. Accordingly, a reply was received from Ms. Pooja Vashisht, IPS, SP, Mahendergarh-cum-SGRA vide letter no. 5285/SB dated 25.06.2025, stating that the service was delivered on 16.06.2025 and that the appellant had submitted a satisfaction letter in this regard. The appellant, Sh. Surender Kumar also submitted his satisfaction through email dated 20.06.2025.
4. (a) The hearing took place as scheduled, which was attended by the following:
 - i. Ms. Pooja Vashisht, IPS, SP, Mahendergarh-cum-SGRA
 - ii. Sh. Surender Kumar, the appellant.

Sh. Hardeep Singh, HPS, DSP Narnaul-cum-FGRA and Sh. Jitender, ASI, in-charge SISB-cum-DO did not attend the hearing.
- (b) Sh. Surender Kumar reiterated his contentions as stated in the Revision filed with the Commission on 09.06.2025. He also reiterated that he has been harassed and false allegations have been made against him, suggesting that he did not want the verification certificate to be issued. He had applied for the issuance of the character certificate because he needed it for recruitment to the Territorial Army, which was scheduled for 17.07.2025. Fortunately or unfortunately, this recruitment was postponed otherwise, due to the non-availability of the character verification certificate—an essential requirement for recruitment, to be submitted prior to the physical test on 17.05.2025—he would have been deprived of the opportunity. He stated that although he has now received the character certificate, he wants action to be taken against those responsible for the inordinate delay. At the same time, he made a strange request that the police be directed not to take any adverse action against him, as he has made a complaint against the police authorities.
- (c) The SGRA stated that she was informed by her staff that the applicant was not interested in getting the verification done, and accordingly, she had resolved the matter based on this information. However, when her attention was drawn to the contents of the appeal filed before her on 05.06.2025, she expressed regrets and assured that such an instance would not be repeated in future.
5. The Commission has carefully considered all the facts and circumstances of the case. This is a clear-cut case of non-delivery of service to the applicant, despite his eligibility — as is evident from the fact that the character certificate was eventually issued on 17.06.2025. It is distressing to note that the FGRA and the SGRA did not care to read the contents of the appeal at all, which is reproduced verbatim below:

"I, Surender Kumar, resident of Village Buchawas, Tehsil and District Mahendergarh, Haryana, had submitted an application for Character Verification on 21/04/2025 for the purpose of a government job. My request number is 1323325505376.

It has come to my notice that on 20/05/2025, the concerned police station submitted a report stating that I was contacted multiple times and I allegedly informed them that I did not wish to proceed with my verification. This report is completely false and misleading.

I would like to clarify that I was never contacted in any manner during the process - neither through phone calls, notices, nor any other means. Contrary to the report, I had submitted my application timely with all the correct and required details.

Hence, the rejection of my application based on such one-sided and factually incorrect reporting is not only unjust but also violates my fundamental rights and tarnishes my image.

Therefore, I humbly request you to kindly conduct a fair investigation into the matter, reactivate my character verification application, and take necessary action regarding the false report submitted by the concerned officers."

Despite the above assertions made by the appellant, the FGRA and SGRA acted in a blindfolded manner and resolved (having the effect of dismissal) the appeal without proper consideration of the appeal. They also failed to provide the appellant an opportunity of hearing, as required under Sections 6 and 7 of the Act. Had they glanced through the appeal, or even contacted the applicant telephonically, or called him for a hearing through video conferencing or in person, this situation could have been avoided. Fortunately for the appellant, the Territorial Army recruitment scheduled for 17.05.2025 — for which this certificate was required — was postponed. Had it not been so, the applicant would have suffered irreparable loss. Such conduct on the part of senior officers of the rank of DSP and SP is highly undesirable.

6. In similar circumstances, the Commission has previously recommended disciplinary action to the Chief Secretary to the Government of Haryana in case of six IAS officers, and the Chief Secretary has also issued show cause notices to them. The negligence in the present case also warrants a similar recommendation to the State Government against the FGRA and SGRA. They also cannot take the plea that a large number of appeals had been escalated to them, because, as per the AAS Portal, only 59 appeals had been raised to the FGRA in his tenure since 04.02.2024, and merely two appeals had been raised to the SGRA for this particular service during her tenure. Therefore, they had ample time at their disposal to properly dispose of the appeals, especially considering that they are granted 30 working days under the Act to do so. At the end of the hearing, the SGRA sought additional time to submit a revised explanation to the Commission. Hence, following is ordered:
 - a. The SGRA is hereby directed to submit her revised explanation to the Commission regarding why disciplinary action against her may not be recommended to the State Government in exercise of its powers vested under Section 17 (1)(d) of the Act.
 - b. The FGRA had previously been given an opportunity to explain why disciplinary action should not be recommended against him to the State Government in exercise of its powers vested under Section 17 (1)(d) of the Act vide the Commission's letter dated 16.06.2025. However, no reply was received and the FGRA also did not attend

the hearing. The Commission is granting one final opportunity to the FGRA to submit his explanation regarding the point above.

- c. Lastly, the DO is given a notice under Section 17(1)(h) of the Act as to why penalty of Rs. 20,000/- may not be imposed upon him and a compensation of Rs. 5,000/- may not be granted to the appellant in this case.

All the above three officers are directed to submit their replies to the Commission through email- rtsc-hry@gov.in by 14.07.2025, failing which the Revision will be decided on available facts and merits.

30th June, 2025

