

(To be substituted bearing same number and date)



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-020008/219/2025/559

Dated: 05th Feb 2026

To

The SGRA-cum-Deputy Commissioner,
Rewari.

The FGRA-cum-District Registrar,
Rewari.
E-mail: dhs.csrwr@hry.nic.in

The Designated Officer-cum-Additional District Registrar,
Rewari.

Sh. Rakesh, Statistical Assistant
(Through Additional District Registrar, Rewari).

Ms. Sunita,
(Through Additional District Registrar, Rewari).

Subject: Revision No. AAS25/1838052/Health- Dev Kumar -Application For Issuance of Birth/Death/Non Availability Certificate (NAC) [RTS - 30 Days]- Rewari - Interim orders-I.

Sir/Madam,

I am directed to invite reference to the subject cited above and to send herewith a copy of Interim orders-I dated 03.02.2026 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

Additionally, the concerned officers are requested to submit their replies to the Commission within the prescribed timeline through the email ID: rtsc-hry@gov.in only. Physical copy need not to be sent. The reply must also clearly mention the name and designation of the signatory, failing which the reply shall not be entertained.


(Sube Khan)

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

CC: Appellant Dev Kumar (e-mail: nikhilyadav55988@gmail.com) (through AAS) for information.



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Interim orders - I

(Revision No. AAS25/1838052/Health- Dev Kumar -Application for Issuance of Birth/Death/Non Availability Certificate (NAC) [RTS - 30 Days]- Rewari)

Hearing date: 02.02.2026

Time: 10:30 am

Case type	Revision on AAS	
Department	Health Services Department	
Name of Service	Application for issuance of Birth/Death/Non Availability Certificate	
Application no. & date of application	HRBDNAC/2025/370039 Dt. 09.07.2025	
RTS timeline	30 days	
RTS Due Date	21.08.2025	
District	Rewari	
Name of the Revisionist	Dev Kumar	
Designated Officer	Designation	Additional District Registrar, Rewari
	Action taken with date	Service completed on 22.07.2025
	Remarks on SARAL	"No remarks"
First Grievance Redressal Authority	Designation	District Registrar, Rewari
	Date and mode of appeal submitted to FGRA	Self filed by applicant through SARAL portal on 25.07.2025
	Remarks of the Revisionist	"date of birth rong print /"
	Action taken by the FGRA with date	Appeal resolved on 01.09.2025
	Remarks of FGRA	"certificate issued as per record /"
Second Grievance Redressal Authority	Designation	Deputy Commissioner, Rewari
	Date and mode of appeal submitted to SGRA	Self filed by applicant through helpline on 01.09.2025
	Remarks of the Revisionist	"As per citizen voice citizen applied Application For Issuance of Birth Death Non Availability Certificate NAC but he got incorrect certificate Please check the issue and resolved as soon as possible /"
	Action taken by SGRA with date	Appeal resolved on 16.10.2025
	Remarks of SGRA	"Certificate Issued /"
Commission	Mode & Date of filing of Revision	Self filed by applicant on SARAL portal on 29.10.2025

	Remarks of the Revisionist	“sir mere date of birth 12.08.1999 hai mere sare document or old birth certificate me 12.08.1999 hai mane barcode wale birth certificate ke liye applye kiya tha mere nai birth certifica me date of bireth 28.08.1999 print kar de jo galt hai new birth certificate me ragistration date 28.08.1999 ko birth date or birth date ko ragistration date 12.08.1999 print kar diya is liye sir mere birth date jo ki 12.08.1999 hai sahi ki jaye /”
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. An application was made for the notified service “Application for Issuance of Birth/Death/NAC” by Sh. Dev Kumar on 09.07.2025. The application was for issuance of a birth certificate for Ms. Neha Yadav (DOB: 12.08.1999). The birth took place in Rewari. The father’s name is Dev Kumar Yadav and the mother’s name is Manita Yadav. The birth certificate was issued to the applicant on 21.07.2025 by the DO-cum-Additional District Registrar, Rewari. However, an appeal was filed before the FGRA-cum-District Registrar, Rewari on 25.07.2025, stating that the date of birth mentioned in the certificate was incorrect i.e., it was recorded as 28.08.1999, whereas, as per the manual certificate uploaded by the applicant, it was 12.08.1999. The FGRA dismissed the appeal on 01.09.2025, stating that the certificate had been issued as per the record. Thereafter, an appeal was filed before the SGRA-cum-Deputy Commissioner, Rewari on 01.09.2025. The SGRA dismissed the appeal on 16.10.2025 without any effective resolution of the matter.
3. Resultantly, a revision was filed before the Commission on 29.10.2025. The revisionist stated that the correct date of birth is 12.08.1999 but the newly issued birth certificate wrongly showed it as 28.08.1999, due to interchange of the birth and registration dates and, therefore, sought correction. Taking cognizance of the matter, a report was sought from the DO-cum-Additional District Registrar, Rewari vide letter No. 4531 dated 31.10.2025.
4. A response was received from Dr. Joginder Singh Tanwar, Additional District Registrar (Birth & Death), Rewari vide letter No. SAVS/2025/989 dated 06.11.2025. The reply stated that the applicant had filed the case on 09.07.2025 with the Additional District Registrar, Births & Deaths, Rewari. The applicant’s birth certificate shows the date of birth as 12.08.1999 and the registration date as 28.08.1999. However, the record available at the headquarters shows the date of birth as 28.08.1999 and the registration date as 12.08.1999. The Department issued the birth certificate strictly as per the headquarters record. It was further stated that the applicant filed an appeal before the FGRA on 25.07.2025, claiming that the date of birth was incorrect. After rechecking, the Department found that the certificate matched the record. The applicant then filed an appeal before the SGRA on 01.09.2025 and the SGRA issued a notice for hearing on

13.10.2025. The FGRA attended the hearing and presented the records to the SGRA. However, the applicant did not appear. The SGRA issued a letter dated 10.10.2025, which was received on 30.10.2025, stating that the birth certificate had already been issued. It was also stated that the applicant was seeking correction of an error and that the Haryana Government should be informed so that CRS portal access could be reopened for correction. Accordingly, letter No. SAVS/2025/981 dated 03.11.2025 was sent to the Chief Registrar of Births and Deaths, Haryana, Panchkula.

5. To proceed further, the Commission vide letter No. 5194 dated 09.12.2025 sought a status report from the Chief Registrar of Births and Deaths, Haryana. A response was received from Dr. Simmi Verma, DHS (FW), vide letter No. RTS/ST/7SBHI-2025/3297 dated 16.12.2025. The reply stated that vide letter dated 17.11.2025, directions had been issued to the District Registrar, Rewari to first check the Chowkidar record and if it was not available, the date of birth and registration date may be interchanged at the level of the District Registrar only.

Thereafter, the Commission vide letter no. 20 dated 01.01.2026, directed the District Registrar, Rewari to take cognizance of the matter. In response, a reply was received from Dr. Joginder Singh Tanwar, District Registrar, Rewari vide letter No. SAVS/2026/19 dated 07.01.2026. The reply stated that, as per the instructions of the Chief Registrar of Births and Deaths cum Director General of Health Services, Haryana, Panchkula, the applicant was informed that the birth certificate had already been issued. Guidelines for correction of errors had been provided vide letter dated 17.11.2025. It was further stated that, in case the Chowkidar record is unavailable, necessary corrections may be made by interchanging the date of birth and registration date. Correction cases **were** to be processed online through the Saral Haryana portal and forwarded by the Registrar to the District Registrar with complete verification and necessary documents. However, the applicant was pressuring the office to issue a fresh birth certificate on an application for which a certificate has already been issued. As per rules, a correction certificate cannot be issued on a previously processed application. An email was also received on 21.01.2026 wherein District Registrar issued a letter to the applicant on 21.01.2026 to apply in PHC Bohatwas.

- 6.(a) Therefore, to proceed further in the matter, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 02.02.2026 at 10:30 am vide Commission's letter no. 307 dated 19.01.2026. The hearing took place as scheduled, which was attended by:

- i. Dr. Vidhya Sagar, Deputy Civil Surgeon, Rewari
- ii. Sh. Dev Kumar, Revisionist

- (b) The revisionist reiterated the contents of his revision, which have been reproduced in paragraphs. He further added that he has been suffering for the last five months because the date of birth and the registration date were swapped in the digital birth certificate issued on 19.08.2025. He stated that he had last received a letter dated 21.01.2026 from the District Registrar asking him to apply again for correction of the date of birth

through PHC Bohatwas. When he contacted the officials, he was also advised to submit affidavits from two witnesses. He questioned why he was required to submit affidavits when he had already obtained the manual birth certificate and the fault lay with the officials of the Health Department.

- (c) Dr. Vidhya Sagar reiterated the contents of their reply dated 06.11.2025. When asked to disclose the names of the persons who had searched, prepared and signed the birth certificate dated 19.08.2025, they identified Sh. Rakesh, Statistical Assistant; Ms. Sunita, Civil Registration Assistant and Dr. Joginder Singh Tanwar, respectively. Sh. Rakesh and Ms. Sunita were also present during the hearing and, when questioned, they reiterated their contention that, as per the record, the date of birth is mentioned as 28.08.1999 and the registration date as 12.08.1999. They stated that, as per the instructions, the birth certificate is to be issued strictly in accordance with the record and in case of any discrepancy, the same has to be corrected by filing a separate application for correction of the record along with documentary evidence and the physical file. Thereafter, the corrected birth certificate can be issued. This position was also supported by Dr. Vidhya Sagar, who was appearing on behalf of the FGRA-cum-District Registrar, Rewari.
7. The Commission has considered all the facts and circumstances of the case. The bankruptcy of the mind of the officials and officers is evident from the birth certificate issued on 19.08.2025. It is inconceivable that on 12.08.1999, anyone could have predicted that a child would be born on 28.08.1999 at a particular location, namely Rajpura. It is obvious that the two dates have been inadvertently swapped in the record, as reflected in the submissions of Sh. Rakesh and Ms. Sunita. Even if it is presumed that such swapping of dates had occurred in the original record, the officials were still duty-bound to apply their mind, particularly when a manual birth certificate dated 12.02.2004 had been enclosed with the application, which clearly mentioned the registration date as 28.08.1999 and the date of birth as 12.08.1999. This should have prompted the officials to rectify the record in the event of this discrepancy and to issue the birth certificate accordingly. Had this been done, the ordeal faced by the revisionist for the last five months could have been avoided. To aggravate the grievance of the revisionist, a communication dated 21.01.2026 was issued advising him to visit the PHC and he was subsequently asked verbally to submit affidavits. During the hearing, the officials further stated that a physical file was also required to be submitted. This approach reflects nothing but bureaucratic red-tapism dominated by clerical procedures. The explanation furnished by Ms. Sunita and Sh. Rakesh is wholly unacceptable. These officials are paid substantial salaries, Sh. Rakesh Kumar who is a Statistical Assistant, himself stated during the hearing that he receives a salary of more than Rs. 70,000 per month, to ensure that members of the public are not inconvenienced. As a Statistical Assistant, he should at least be knowing that the statistical probability of registration of birth 16 days prior to the actual birth is ZERO. In the present case, had they applied even minimal diligence, they would have realized that the two dates had been swapped, as the registration date can never precede the date of birth. Therefore, finding them guilty of not delivering and rather wrongful delivery

of the notified service, the Commission, in exercise of its powers vested under Section 17(1)(h) of the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') imposes a penalty of Rs. 5,000/- on Ms. Sunita and Rs. 10,000/- on Sh. Rakesh Kumar. In addition, they are also directed to pay a compensation of Rs. 1,000 each to the revisionist. Civil Surgeon, Rewari is directed to ensure that an amount of Rs. 6,000/- and Rs. 11,000/- is deducted from the salaries of Ms. Sunita and Sh. Rakesh respectively for the month of February, 2026 to be paid in March, 2026 while depositing Rs. 5,000/- and 10,000/- respectively in the State Treasury under the Receipts Head 0070-60-800-86-51, Rs. 2, 000/- be disbursed to the revisionist. The revisionist is requested to provide the following details to the FGRA-cum-District Registrar, Rewari (email id dhs.csrwr@hry.nic.in) as well as to the Commission (email id rtsc-hry@gov.in) for making the payment of the compensation:-

- (a) Name of the Bank
- (b) Name of the Account holder in the Bank
- (c) Bank Account Number
- (d) Address of the Bank
- (e) IFSC Code

A report in this regard should be sent to the Commission by 10.03.2026 failing which, Civil Surgeon, Rewari is directed to attend a V.C with the Chief Commissioner, Haryana Right to Service Commission at 12:30 pm on 12.03.2026. The decision regarding penalty on Dr. Joginder Singh Tawar shall be taken after hearing his version and he is hereby issued a notice as to why similar penal provision against him may not be invoked. He is directed to submit reply comments to the Commission at its email id by 13.02.2026.

8. The first appeal filed by the revisionist in this case was clear and unambiguous. Therefore, the FGRA-cum-District Registrar, Rewari was under an obligation to examine the facts and decide the appeal after affording the revisionist an opportunity of hearing. Even otherwise, the facts were self-evident and the action now being taken by the Commission ought to have been taken by the FGRA-cum-District Registrar when the appeal was filed before him on 25.07.2025. Ironically, he disposed of the appeal (having the effect of dismissal) on 01.09.2025 by merely stating, "certificate issued as per record." While the certificate is stated to have been issued as per the record, if the record itself is erroneous, as noted above, the FGRA was expected to apply his mind to the facts of the case and take corrective action instead of adopting a purely clerical approach while disposing of the appeal. Therefore, a notice under Regulation 10 of the Haryana Right to Service (Management) Regulations, 2015 is hereby issued to him to show cause as to why departmental action may not be recommended against him to the State Government i.e., the Additional Chief Secretary to Government of Haryana, Health and Family Welfare Department. His reply should reach the Commission through email by 13.02.2026.
9. Coming to the role played by the SGRA-cum-Deputy Commissioner, Rewari, it is also found to be deficient. The appellant has been repeatedly asserting that he had been issued an incorrect certificate, yet all his requests remained unaddressed throughout

the process. The SGRA admittedly passed an order directing the FGRA-cum-District Registrar to take up the matter with the Government of Haryana for correction through the CRS Portal. However, a more appropriate course of action would have been to facilitate the issuance of a corrected birth certificate by advising the appellant to apply afresh for correction of the date of birth and to initiate penalty proceedings against the concerned officials under the provisions of Section 9 of the Act. There was no necessity to take up the issue with the Haryana Government, as the mistake was apparent on the face of the record and the solution was simple and well within the competence of the district authorities. It is, therefore, expected that the SGRA-cum-Deputy Commissioner, Rewari shall ensure complete and effective resolution of such appeals in future.

9. As far as the corrective action at this stage is concerned, the revisionist is required to apply afresh for the service "Correction of entry in the Register of Birth and Death (after submission of complete application)" along with the documents already uploaded on the portal, namely the old manual certificate dated 12.02.2004, copies of Aadhaar Card, Voter ID, PAN Card or any other document, if found necessary as per the prescribed prerequisites. The concerned authorities shall consider the application and issue the corrected certificate immediately but not later than three days from the date of submission of the application by the revisionist and shall submit a compliance report to the Commission accordingly but not later than 20.02.2026.

3rd February, 2026

