

Through e-mail only



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

Dated: 27.02.2026

No. HRSC-020008/5/2026/864  
To

The SGRA-cum-Commissioner,  
Municipal Corporation, Faridabad.  
E-mail: [cmc-faridabad@ulbharyana.gov.in](mailto:cmc-faridabad@ulbharyana.gov.in)

The FGRA-cum-Joint Commissioner,  
Municipal Corporation, Faridabad.  
E-mail: [jointcommissionerblb@gmail.com](mailto:jointcommissionerblb@gmail.com)

The Designated Officer-cum-Zonal Taxation Officer,  
Municipal Corporation, Faridabad (Ballabgarh zone-II).  
E-mail: [mcfbzone2@gmail.com](mailto:mcfbzone2@gmail.com)

Smt. Sunita Kumari,  
The then ZTO, MCF,  
Now ZTO, MC Sonipat.

The Executive Engineer, IT,  
Municipal Corporation, Faridabad.

Sh. Akshay Kumar, Junior Programmer,  
Municipal Corporation, Faridabad.

Sh. Anoop Singh, Clerk,  
Municipal Corporation, Faridabad.

**Subject:- Revision No. AAS25/2082872/ULB- Madan Lal- Clearance of objections related to property dues, size, floor details, property authorized/ unauthorized status and Property category on No Dues Certificate Portal [RTS - 10 Days]- Faridabad- Interim orders-I.**  
Sir/Madam,

I have been directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 26.02.2026 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

**Additionally, all the concerned are requested to share their replies with the Commission ONLY through e-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in). 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](mailto:rtsc-hry@gov.in)



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**Interim Orders-I**

**(In respect of Revision No. AAS25/2082872/ULB- Madan Lal- Clearance of objections related to property dues, size, floor details, property authorized/ unauthorized status and Property category on No Dues Certificate Portal [RTS - 10 Days]- Faridabad)**

Hearing date: 16.02.2026

Time: 11:00 am

<b>Case Type</b>	Revision on Auto Appeal System (AAS)	
<b>Department</b>	Urban Local Bodies Department	
<b>Name of Service</b>	Clearance of objections related to property dues, size, floor details, property authorized/ unauthorized status and Property category on No Dues Certificate Portal	
<b>Application No. &amp; Date of Application</b>	0707213280-4694005 Dt. 01 Oct 2025	
<b>RTS Timeline</b>	10 Days	
<b>RTS Due Date</b>	21.10.2025	
<b>District</b>	Faridabad	
<b>Name of the Revisionist</b>	Madan Lal	
<b>Designated Officer (DO)</b>	Designation	Zonal Taxation Officer, Municipal Corporation, Faridabad
	Action taken with date	Application rejected on 02.11.2025
	Remarks on SARAL	"Proof Of Ownership Is Already Uploaded. and I Have Not Requested Pid 1be5nyh5 Dated 06/Dec/2024 To Be Linked With P07006500395. so Please Approve"
<b>First Grievance Redressal Authority (FGRA)</b>	Designation	Deputy Municipal Commissioner, Municipal Corporation, Faridabad
	Date and mode of appeal submitted to FGRA	Auto Appeal on 24.10.2025
	Remarks of the Revisionist	NA
	Action taken by the FGRA with date	No Action
	Remarks of FGRA	NA
<b>Second Grievance Redressal Authority (SGRA)</b>	Designation	Commissioner, Municipal Corporation, Faridabad
	Date and mode of appeal submitted to SGRA	Auto Appeal on 06.12.2025
	Remarks of the Revisionist	NA
	Action taken by SGRA with date	Appeal resolved on 08.12.2025
	Remarks of SGRA	"Resolved by concerned/"
<b>Haryana RTS Commission (HRTSC)</b>	Mode & Date of filing of Revision	Self-filed by Applicant through SARAL portal on 05.01.2026
	Remarks of the Revisionist	"Despite all document provided, no solution being provided and intentionally rejecting the request/"
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. An application was submitted by Sh. Madan Lal on 01.10.2025 for the service "*Clearance of objections related to property dues, size, floor details, property authorized/unauthorized status and property category on the No Dues Certificate Portal,*" notified under the Haryana Right to Service Act, 2014 (hereinafter referred to as "the Act"). The applicant requested the delinking of the old/wrongly attached Property ID from the new PID (1BE5NYH5). He stated that:
  - i. The property is a vacant residential plot measuring 60 sq. yards in Sector-2, Faridabad.
  - ii. No old Property ID applies to this plot, and the existing linkage is incorrect.
  - iii. As per government policy, a vacant plot of this size is exempt from property tax, therefore, the record should be corrected by removing the wrongly linked ID and approving the PID accordingly.
  
3. Since no action was taken by the DO-cum-ZTO, Municipal Corporation, Faridabad (Ballabgarh Zone-II) within the prescribed RTS timeline, the appeal was auto-escalated to the FGRA-cum-Joint Commissioner, MCF on 24.10.2025. A further appeal was auto-escalated to the SGRA-cum-Commissioner, MCF on 06.12.2025. The SGRA resolved the appeal on 08.12.2025 with the following observations:
  - i. The application was initially submitted by the citizen and reverted on 03.10.2025 by the Maker due to discrepancies in the site description.
  - ii. The citizen resubmitted the application on 03.10.2025 and 28.10.2025, reiterating his request. It was noted that PID 1BE5NYH5 had already been linked with PID P07006500395 on 06.12.2024 and re-verification was directed to avoid repetition.
  - iii. On 29.10.2025, the application was again reverted for ownership proof, which the Maker recorded as not uploaded.
  - iv. The citizen claimed that the ownership proof had already been uploaded and that he had not requested the earlier linking. On 02.11.2025, due to the non-availability of required documents on record and the absence of any response despite attempts by the Maker, the application was rejected by the Checker on the Maker's recommendation.
  
4. Thereafter, a Revision was filed before the Commission on 05.01.2026. The Revisionist stated that:
  - i. His Property ID 1BE5NYH5 was wrongly linked with PID P07006500395, resulting in an incorrect arrear of Rs. 78,132.28/-.
  - ii. An application (Diary No. 5068 dated 18.08.2025) was submitted in Ballabgarh Zone for delinking, but the request was refused by the IT Department.
  - iii. Two objections (Nos. 0707213280 and 0707321862) were filed, both of which were rejected despite submission of documents proving that the plot is vacant, residential and measures 60 sq. yards.

- iv. As per government policy, residential plots up to 100 sq. yards are exempt from property tax. He further stated that he does not have any old Property ID and never applied for linking with PID P07006500395; the linking was done by the Corporation.
5. Taking cognizance of the matter, a report was sought from the DO and notices were issued to the FGRA and SGRA vide Commission's letters dated 13.01.2026. In response, the following replies were received:
- i. **DO:** Reply was received from Ms. Deepa Pabbi, ZTO (Ballabgarh Zone-II), Municipal Corporation, Faridabad, vide letter No. MCF/ZTO-IIInd/B/2026-67 dated 21.01.2026. It was stated that:
- a. Sh. Netrapal submitted an application on 05.12.2024 for delinking a wrongly attached Property ID.
- b. On 06.12.2024, Sh. Anoop Singh (then Maker) initiated a note stating that old PID P07006500395 had been wrongly attached to new PID 1BOQKFE3. It was recommended that PID P07006500395 be delinked and PID 1BE5NYH5 be attached appropriately.
- c. After approval, the case was forwarded to the IT Cell and the required delinking was carried out.
- d. As per records, PID 1BE5NYH5 pertains to Sh. Madan Lal, resident of Village Daulatabad, Sector-16A, Faridabad.
- e. It was found that no old PID existed for PID 1BE5NYH5 and that its linkage with PID P07006500395 was a clerical error.
- f. Accordingly, the PID was delinked. The complainant expressed satisfaction with the action taken.
- ii. **FGRA:** Reply was received from Sh. Karan Singh Bhagoria, Joint Commissioner, Ballabgarh Zone, Municipal Corporation, Faridabad vide letter No. MCF/JC-Blgh/2026/70 dated 21.01.2026. The reply reiterated the contents of the DO's reply.
- iii. **SGRA:** Reply was received from Sh. Dharendra Khadgata, IAS, Commissioner, Municipal Corporation, Faridabad vide letter No. MCF/PS/2026/93 dated 22.01.2026. The reply reiterated the contents of the DO's reply.
4. Upon perusal of the replies, the Commission observed that the DO's reply admits that PID 1BE5NYH5 has no old Property ID and that its linkage with PID P07006500395 was a clerical mistake, which was subsequently corrected. The application was rejected on 02.11.2025 primarily on the ground of non-availability of ownership proof. However, scrutiny of the documents uploaded on the NDC Portal shows that the applicant possesses a Re-Allotment Letter dated 24.05.2017 issued by the Haryana Urban Development Authority in respect of Plot No. 1639, Sector-2, Urban Estate, Faridabad, measuring 50.60

sq. meters, which constitutes valid and sufficient ownership proof. Further, the rejection on the NDC Portal was recorded on a different pretext, namely that attempts were made to contact the applicant for submission of ownership proof but no response was received. Consequently, the case was rejected. This rejection appears to be wholly improper. The FGRA and SGRA have also failed to deal with the appeal appropriately and have not explained in their replies the reasons for inaction or lack of due diligence on their part.

5. 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 16.02.2026 at 11:00 am vide Commission's letter No. 594 dated 06.02.2026. The hearing took place as scheduled and was attended by the following:

- i. Sh. Karan Singh Bhagoria, HCS, FGRA-cum-Joint Commissioner, Ballabhgarh
- ii. Ms. Deepa Pabbi, Designated Officer-cum-Zonal Taxation Officer, Ballabhgarh
- iii. Sh. Madan Lal, Revisionist with Sh. Nikhil Singh, his grandson

While the complainant reiterated the contents of his complaint/revision, the respondents reiterated the contents of their replies which have been incorporated in the preceding paragraphs.

6 (i) The Commission has carefully considered all the facts and circumstances of the case. It is indeed a matter of serious concern that the Revisionist has been made to suffer for more than a year due to an error attributable entirely to the municipal authorities. On an application submitted by one Sh. Netrapal for delinking of wrongly attached Property ID No. P07006500395, the said Property ID was admittedly delinked from his account. However, instead of rectifying the record properly, the same Property ID was erroneously linked with Property ID No. BE5NYH5 belonging to Sh. Madan Lal. The Revisionist, being the owner of Plot No. 1639, Sector-2, Urban Estate, Faridabad, had no connection whatsoever with the said property and, therefore, the attachment was patently wrong and unjustified. During the hearing, the Joint Commissioner submitted that the wrong attachment was carried out on the basis of approval granted on file by the then ZTO, Smt. Sunita Kumari, along with the concerned Clerk, Sh. Anoop Singh. It was further stated that the ZTO has since been transferred to Sonipat. The Joint Commissioner also sought to attribute the delay to inaction by the IT Section of MCF, stating that recommendations sent to the IT Cell were repeatedly returned by Sh. Akshay Kumar, Junior Programmer, acting on behalf of the XEN (IT), without assigning valid reasons. As per the submission of the Joint Commissioner, the case was recommended on 07.10.2025 and returned on 17.10.2025; again sent on 23.10.2025 and returned on 28.10.2025. On 02.11.2025, the application was rejected and then the offline file for delinking of the PID was initiated. The XEN(IT) granted approval for delinking the PID on 17.01.2026 i.e. only after the intervention of the Commission on 13.01.2026. The plea that neither the ZTO nor the Joint Commissioner is at fault cannot be accepted at face value, as the citizen cannot be made to suffer on account of internal administrative lapses, lack of coordination, or inter-departmental communication failures.

- (ii) It is indeed surprising and unacceptable that, while extending relief to one applicant, namely Sh. Netrapal, undue harassment came to be caused to the present Revisionist on account of the actions of the then Clerk, Sh. Anoop Singh, and Smt. Sunita Kumari, the then ZTO. The record prima facie indicates that the wrongful attachment occurred pursuant to approvals granted at their level, resulting in prolonged hardship to an innocent property owner. Accordingly, notices under Section 17(1) of the Act are hereby issued to Sh. Anoop Singh, then Clerk, and Smt. Sunita Kumari, then ZTO, to show cause as to why departmental action may not be recommended against them to the State Government under Section 17(1)(d) of the Act, and/or penalty be not imposed upon them under Section 17(1)(h) of the Act for the lapse and resultant harassment caused to the Revisionist. They are directed to submit their detailed replies to the Commission through e-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) by 09.03.2026.
- (iii) At the same time, the XEN (IT) and Sh. Akshay Kumar, Junior Programmer, are directed to explain why they failed to act upon the recommendations of the ZTO/Joint Commissioner, which were returned on multiple occasions without valid reasons, resulting in escalation of the matter to the Commission. They should submit their explanation through email: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) by 09.03.2026
9. This case also demonstrates non-performance of duties prescribed under the Act on the part of the FGRA-cum-Joint Commissioner, Ballabgarh and the SGRA-cum-Commissioner, Municipal Corporation, Faridabad. The appeal remained pending before the Joint Commissioner from 24.10.2025 to 06.12.2025 without any action. Thereafter, the SGRA-cum-Commissioner, MCF marked the matter as resolved on 08.12.2025 without actually granting the relief. The Commission fails to understand what kind of resolution was effected by the SGRA-cum-Commissioner, MCF. Sh. Karan Singh Bhagoria, who was the FGRA in this case, admitted lapse on his part but stated that action had been taken in offline mode, as evident from the chronology of the case (para 3), and that due to inadvertent lapse on the part of the dealing official, the same was not reflected on the AAS Portal. Since Sh. Dharendra Khadgata, IAS, SGRA-cum-Commissioner, MCF did not attend the hearing, the reasons for resolving the second appeal without actually resolving the issue are not known to the Commission. He is, therefore, directed to explain the reasons for this lapse by 16.03.2026. Had he acted on the second appeal and directed the XEN (IT) to delink the property at that stage, the revision before this Commission would not have arisen. It is only because of such negligence on the part of SGRAs that the Commission is burdened with such small issues. He is also advised to comprehensively review the functioning of the IT Cell of MCF to address the grievances of the Joint Commissioners and other Officers, highlighted during the hearing.

26<sup>th</sup> February, 2026

