



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

Through Email only

No. HRTSC/Comp-217/Revenue/2025/ **943**

Dated: 6th Mar, 2026

To

The Additional Chief Secretary to Government,
Haryana and Financial Commissioner, Revenue & Disaster Management
Department
E-mail: fcr@hry.nic.in rksinghssr2022@gmail.com & sst0232@gmail.com

Sh. Sandeep Shira,
GM (IT), Division, Revenue & Disaster Management Department
E-mail: itdivision26@gmail.com & sandeepshira.crid@hry.gov.in

The DO-cum- Tehsildar,
Ambala Cantt., Haryana.
E-mail: sdmambalacantt@gmail.com

Sh. Vachaspati Sharma. (Complainant)
Email id : advrajanarora@gmail.com

Subject: Complaint regarding-Attestation of uncontested mutations, From-Sh. Vachaspati Sharma. Email id : advrajanarora@gmail.com

Sir,

I am directed to forward herewith a copy of the Interim order-I dated **03rd March, 2026** passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance. Further, the FCR & ACS, Revenue is are requested to convey the decision taken in this case to the Commission by **24.03.2026** through email at rtsc-hry@gov.in, **failing which a hearing will be held at 10:30 am on 27.03.2026**. Physical copies should not be sent. The reply being sent must also mention the name of the signatory along with the designation. The reply received without mention of the name of signatory will not be accepted.

(Sube Khan)

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



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Interim Orders-I

(In respect of Complaint No. HRTSC/Comp-217/Revenue/2025)

Hearing date: 26.02.2026

Time: 12 noon

Case Type	Complaint Case
Department	Revenue & Disaster Management
Name of Service & Timeline	<i>Attestation of uncontested mutations (30 Days)</i>
District	Ambala
Name of the Appellant	Sh. Vachaspati Sharma
Designated Officer (DO)	Tehsildar, Ambala Cantt
First Grievances Redressal Authority (FGRA)	SDM of the concerned Sub-Division
Second Grievances Redressal Authority (SGRA)	Deputy Commissioner of the concerned District

2. The complainant, Sh. Vachaspati Sharma submitted his grievance vide email dated 29.11.2025 in the Commission regarding the service "*Attestation of uncontested mutations*" notified under the Haryana Right to Service Act, 2014 (hereinafter referred to as "Act"). The applicant submitted that he had applied for mutation of his property but the Circle Revenue Officer (Tehsildar) is refusing to process the case on the ground that a certified copy of the sale deed is required. The original government record of the sale deed has been reported stolen and a reference document was issued instead. Despite submitting the original sale deed, demarcation report and all required documents, the mutation has not been processed for over nine months causing harassment and delay. The appellant requested intervention for processing the mutation as the delay is due to loss of government record and not attributable to him.
3. After a preliminary enquiry into the complaint, the Commission was satisfied that there were reasonable grounds to enquire into the matter and therefore, decided to initiate a suo moto inquiry, in exercise of its powers under Section 17(2) of the Act. Thus, taking cognizance of the matter, the Commission sought a report from the DO-cum-Tehsildar, Ambala Cantt. vide letter No. HRTSC/Comp-217/Revenue/2025/5323 dated 17.12.2025. A response was received from the Tehsildar, Ambala Cantt vide memo no. 961 dated 30.12.2025, stating that the complainant was duly informed that uploading a certified copy of the sale deed was mandatory on the HALRIS portal for entering and sanctioning mutation in respect of old sale deeds. It was clarified that the complainant had not annexed the certified copy of the sale deed along with the application which was the reason why the mutation could not be processed. It was further submitted that the complainant had alleged purchase of land measuring 122 sq. yards out of Khasra No. 39/23, Mauja Babyal, Ambala Cantt vide sale deed no. 295/1 dated 20.04.1983 but the mutation had neither been entered nor sanctioned. The reply also clarified that registration of deeds and maintenance of revenue records is being carried out through an online process and mutations are also entered and sanctioned online.

Further reference was made to instructions issued by the Revenue Department vide email dated 29.02.2024 regarding sanction of mutations of old sale deeds registered prior to introduction of the HALRIS portal. As per these instructions, the Tehsildar or Naib Tehsildar was required to enter the deed details on the portal after uploading the certified copy of the sale deed in PDF format following which the system generated an OTP for verification. Only thereafter could the Patwari enter the mutation. No change or editing of the uploaded certified copy was permitted. It was also stated that the office was facing difficulties in similar cases where certified copies of old sale deeds were not available with claimants which led to repeated complaints. In this regard, references had already been made to SDO(C), who had written to the DC, who subsequently sought guidance from FCR & ACS Revenue Department.

4. The complainant submitted a rejoinder through email dated 15.01.2026 reiterating his contentions and copy of same is enclosed as Annexure-A with these orders.

5. (a) 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 23.02.2026 at 12 noon, vide letter no. 695 on 16.02.2026. The hearing was rescheduled at the request of the Tehsildar, Ambala Cant. for 26.02.2026 at 12 noon. The hearing took place as scheduled, which was attended by the following: -

- (i) Ms. Priyanka, DO-cum-Tehsildar, Ambala Cantt.
- (ii) Sh. Vachaspati Sharma, the Complainant alongwith his son Sh. Girish Sharma and Sh. Rajan Arora, Advocate.

(b) At the outset, the complainant was asked as to why they have applied for a mutation after an inordinate delay of more than 41 years. Sh. Girish Sharma stated that his father is very old and he was working in the Indian Air Force from where he retired in 2017. When he came permanently to live with his father, he started examining all the relevant papers and then came to know that the mutation of this property has not been done in the name of his father for which he started approaching the authorities from the year 2017 itself. After finding no hope from any of the district officials, he finally approached the Commission on 29.11.2025. He stated that he is being made to suffer because of the fault of the government which was not able to preserve its records. What is his fault if the certified copies of the sale deeds of 1983 are not available in the Tehsil office? He has not only got the original sale deed but is living in that property, has got an electricity connection since 1985, a water connection in his name and is also paying property taxes to the Municipal authorities. Therefore, the documents clearly state that he is the owner and he has got a right to get this land mutated in his name.

(c) On the other hand, Ms. Priyanka reiterated the contents of her reply dated 30.12.2025 and stated that she is constrained by the instructions dated 29.02.2024. However, the issue has been taken up with the SDO(C) who has subsequently sought guidance from DC, Ambala, who has subsequently written to the FCR & ACS, Revenue

Department for guidance. Presently, she is not in a position to approve the mutation in this case as the system does not allow the same.

6. (i) The Commission has carefully considered all the facts and circumstances of this case. It is really unfortunate that a senior citizen is suffering because of the fault on the part of the government due to change in its procedures since 29.02.2024. As per the instruction dated 29.02.2024, the Tehsildar is required to upload the certified copy of the sale deed in PDF format and unfortunately this is not available with the tehsil office. It is the duty of the Tehsildar and not of the applicant/complainant to upload the same. He has got the original sale deed with him which he has uploaded and has got all the other relevant documents like electricity bills, water supply bills, property tax receipts etc. to show that there is no dispute on the property. Therefore, FCR & ACS Revenue Department is requested to issue suitable instructions to constitute a committee in such cases where their own records are not available to determine the ownership with reference to the available documents.
- (ii) The citizen is expected not to furnish any more documents when he has the original sale deed but, in this case, they still have additional documents. The FCR & ACS, Revenue Department is also requested to bring out changes in the software, where instead of the certified copy, such documents can also be uploaded.
- (iii) The Commission could have straight away ordered sanction of the mutation in this case as the original sale deed itself is available plus the other documentary evidences to show the ownership of land but since, for that, the change in the WEB-HALRIS software will have to be made, it is requesting the FCR & ACS, Revenue Department to constitute a committee first. The FCR & ACS Revenue Department is requested to convey a decision taken in this case to the Commission by 24.03.2026, failing which a hearing will be held at 10:30 am on 27.03.2026, which preferably be attended by the officer not below the rank of Joint Secretary to Govt Haryana. In that case, the officer attending the hearing must be well versed with the issue and the decision taken. The GM (IT), Revenue Department is also directed to attend the hearing in case no reply is received.

03rd March, 2026

