



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-79/Revenue/2025/2307

Dated: 19th June 2025

To

The Director,
DITECH, Haryana.

The Director (IT),
NIC, Haryana.

The Designated Officer-cum-Registrar-cum-Tehsildar,
Fatehabad, Haryana.
E-mail: dcftb@hry.nic.in

Sh. Anoop Singh, Clerk
O/o Tehsildar Fatehabad.

Subject:- Registration of marriage- Complaint of Sh. Satpal & Smt. Soniya- Interim orders.

Sir,

I am directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 17.06.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

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: Sh. Satpal (Contact No. 98961-88991, e-mail: satpalkumar88991@gmail.com) for information.

(Sube Khan)

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



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Interim orders

**(In respect of HRTSC/Comp-79/Revenue/2025 Registration of Marriage -
Complaint of Sh. Satpal and Smt. Soniya)**

Date: 10.06.2025

Time: 10:30 am

Case type	Complaint case (HRTSC/Comp-79/Revenue/2025)
Department	Revenue & Disaster Management
Name of Service	Registration of marriage
Date of application	02.04.2025
RTS timeline	07 days
RTS Due Date	15.04.2025 (However, on Saral it has been shown as 28.05.2025)
District	Fatehabad
Name of the complainant	Sh. Satpal and Smt. Soniya
Designated Officer (DO)	Tehsildar
First Grievance Redressal Authority (FGRA)	Additional Deputy Commissioner
Second Grievance Redressal Authority (SGRA)	Deputy Commissioner

2. A complaint dated 02.04.2025 was received by the Commission regarding the service 'Registration of Marriage'. The complainant stated that he had applied for the registration of marriage but the service had not yet been delivered. Taking cognizance of the matter, a report was sought from the Designated Officer-cum-Tehsildar, Fatehabad vide Commission's letter no. 1634 dated 02.05.2025. In response, a reply was received from Sh. Ashish Kumar, Marriage Registrar-cum-Tehsildar, Fatehabad vide letter no. 187/PB dated 15.05.2025. The reply stated that valid documents required for the registration of marriage were not submitted by the applicant, hence, the application had been rejected. It was also mentioned that the applicant may file an appeal to the District Registrar i.e. ADC, through the Marriage Registration Portal in electronic format.
3. Upon perusal of the reply, the Commission observed that the Designated Officer had not indicated either on the portal or in the reply to the Commission which specific documents were missing from the application. Therefore, to proceed further and fix responsibility in the matter, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 10.06.2025 at 10:30 am vide Commission's letter no. 1994 dated 28.05.2025.
4. (a) The hearing took place as scheduled, which was attended by:
 - i. Sh. Ashish Kumar, Designated Officer-cum-Naib Tehsildar, Fatehabad
 - ii. Sh. Anoop Singh, Clerk
 - iii. Sh. Satpal, complainant

(b) At the outset of the hearing, the Designated Officer (DO) was asked to clarify the documents required for the issuance of a marriage certificate. He stated that identity proof, age proof and proof of marriage were necessary. Upon being asked whether both the bride and groom were residents of Haryana, he confirmed the same and added that the couple had applied under the "non-consent of parents" provision, uploading only a wedding photograph. He further stated that the complainant was asked to visit the office along with both sets of parents and two witnesses but he never appeared.

(c) The complainant, when given an opportunity to respond, clarified that the marriage had taken place with parental consent. However, they had to apply under Rule 4.4 since the portal does not allow applications under Rule 4.3 if even one parent is deceased. He submitted that he visited the Tehsildar's office on 07.04.2025, where he was informed by the clerk that both sets of parents and two witnesses must be present on 11.04.2025 and that a physical file must be submitted along with a fee of ₹500. The DO explained that the ₹500 fee was a Red Cross Society charge, made mandatory as per orders of the Deputy Commissioner. A friend accompanying the complainant, Sh. Anand Barwala, supported the contention that Rule 4.3 could not be accessed on the portal in case of a deceased parent and contested the Tehsildar's claim that the complainant came alone on 11.04.2025. He stated that a geotagged photograph showing the couple with two witnesses at the Tehsildar's office was taken and emailed to the Commission.

5. (a) The Commission has carefully considered all facts and finds that the DO and his office are not well-versed with the instructions issued by CRID vide letter dated 19.07.2024. These instructions clearly state that where both applicants have Family IDs, their age and address proofs must be fetched from the Family ID Repository (FIDR), and only four documents are required—proof of marriage, two wedding photographs, a priest's certificate, and a wedding invitation card. It is apparent that the Tehsildar and his staff were unaware of these guidelines. The rejection of the application was not backed by any valid reasoning, and the DO failed to identify the missing documents during the hearing, merely citing the complainant's failure to bring both sets of parents and two witnesses—whereas only the presence of two witnesses is mandated.

(b) Upon review of the geotagged photo, it was verified that the couple and two witnesses were indeed present at the Tehsildar's office on 11.04.2025. The Commission finds merit in the complainant's allegation that the clerk, Sh. Anoop Jain, failed to record their presence. When asked to produce the visitor register, the clerk could only present a record for those whose marriage certificates had already been issued. There appears to be no system in place to record the presence of those whose applications are under process, which reflects poorly on administrative practices. The Commission also takes serious note of the collection of a ₹500 Red Cross fee, despite the Government policy that the service of issuing a marriage certificate within 90 days of marriage is to be provided free of cost. Such a donation cannot be made compulsory. The DO is, therefore, directed to share a copy of the

Deputy Commissioner's instructions in this regard with the Commission by 25.06.2025.

(c) In light of the above, the Commission concludes that the application was mishandled and the complainant unnecessarily harassed. Accordingly, exercising its powers vested under Section 17(1)(h) of the Haryana Right to Service Act, 2014, the Commission imposes a penalty of ₹1,000 (Rupees One Thousand only) on Sh. Anoop Singh, Clerk, Tehsil Fatehabad and also directs him to pay a compensation of Rs 1000/- (Rupees One Thousand only) to the complainant. Sh. Ashish Kumar, Tehsildar Fatehabad, is directed to deduct the said amount from the salary of Sh. Anoop Singh for the month of June 2025 (payable in July 2025). The amount of penalty be deposited in the State Treasury under Receipts Head 0070-60-800-86-51 and the amount of compensation be paid to the complainant in his bank account under intimation to the Commission. The receipt/challan must be emailed to the Commission by 10.07.2025, failing which the Drawing and Disbursing Officer shall appear in person before the Chief Commissioner, Haryana Right to Service Commission at 10:00 am on 11.07.2025. The complainant is requested to provide the following details to the office of Tehsildar at email id tehsildarfatehabad@gmail.com and to the Commission (rtsc-hrv@gov.in) for processing the compensation payment:-

- i. Name of the Bank
- ii. Name of the Account Holder in the Bank
- iii. Bank Account Number
- iv. Address of the Bank
- v. IFSC Code

(d) As far as the Designated Officer is concerned, the Commission is of the view that it is his responsibility to ensure that his staff is adequately trained to handle cases in accordance with the prescribed procedures. While the staff may assist in operational tasks, the core responsibility and decision-making authority cannot be abdicated or delegated entirely to subordinates, as doing so undermines the very purpose of the officer's role. In the present case, it is evident that the Tehsildar has failed to establish an appropriate system within his office to effectively manage the revised process of marriage registration. He is, therefore, directed to immediately devise a proper mechanism for handling such cases, strictly in line with the instructions issued by CRID. A warning is also being issued to him to exercise greater diligence in the future. Should any further lapses be observed on his part, this case will be taken into consideration while deciding those matters as well.

(e) The Commission has observed that the service 'Marriage Registration' is a notified service under the Revenue & Disaster Management Department with an RTS timeline of 7 days. However, the timeline reflected on the SARAL portal is shown as 18 days. Despite this, the calculation of the RTS due date in the present case is entirely incorrect and aligns with neither the 7-day nor the 18-day timeline. In view of the above, the Director, IT and Director (IT), NIC are requested to examine this discrepancy and submit a report to the Commission by 30.06.2025, clarifying the

reasons for this inconsistency. They are also directed to coordinate with the concerned Department to ensure that the timeline displayed on the portal is rectified and aligned strictly with the Gazette Notification.

(f) The complainant is advised to submit a fresh application for the marriage certificate with the requisite documents in accordance with the CRID instructions. He is also informed that he is eligible to apply under Rule 4.3 provided the status of the deceased parent is correctly recorded in the FIDR.

16th June, 2025

