

**Through e-mail only**



**HARYANA RIGHT TO SERVICE COMMISSION**  
**S.C.O. No. 38 & 39 (2<sup>nd</sup> FLOOR), SECTOR 17-A, CHANDIGARH-160017**  
**Website- <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050**

**No. HRTSC/Comp-121/HE/2025/3783**

**Dated: 08<sup>th</sup> Sep 2025**

To

The Designated Officer-cum-Controller of Examination,  
Chaudhary Bansi Lal University, Bhiwani.  
E-mail: [controller@cblu.ac.in](mailto:controller@cblu.ac.in) [registrar@cblu.ac.in](mailto:registrar@cblu.ac.in) (01664-274202)

**Subject:- Issuance of Original Degree if not received by Student within 180 days from the declaration of result- Complaint of Sh. Lalit Kumar.**

Sir,

I am directed to invite reference to the subject cited above and to send herewith a copy of interim order dated 05.09.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please. The reply must be sent through e-mail only and 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)

CC: A copy of the above is forwarded to the following for information and necessary action, please:

1. The Director General, Higher Education Department (e-mail: [cru-sec.he@hry.gov.in](mailto:cru-sec.he@hry.gov.in), [unpdghehry@gmail.com](mailto:unpdghehry@gmail.com) & [hechrycoordination@gmail.com](mailto:hechrycoordination@gmail.com))
2. Sh. Lalit Kumar (Contact no. 98172-24355, e-mail: [lalit7283yadav@gmail.com](mailto:lalit7283yadav@gmail.com)) for information.

(Sube Khan)

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



**Interim Orders**

**(In respect of HRTSC/Comp-121/HE/2025)**

**Date: 05.09.2025**

**Time: 11:15 am**

<b>Case Type</b>	Complaint through E-mail
<b>Department</b>	Higher Education
<b>Name of Service</b>	<i>Issuance of Original Degree if not received by Student within 180 days from the declaration of result</i>
<b>Date of Application</b>	09.05.2024
<b>RTS Timeline</b>	10 Days
<b>RTS Due Date</b>	23.05.2024
<b>District</b>	Bhiwani
<b>Name of the Complainant</b>	Sh. Lalit Kumar
<b>Designated Officer (DO)</b>	Controller of Examination, Chaudhary Bansi Lal University, Bhiwani
<b>First Grievance Redressal Authority (FGRA)</b>	Registrar, Chaudhary Bansi Lal University, Bhiwani
<b>Second Grievance Redressal Authority (SGRA)</b>	Vice Chancellor, Chaudhary Bansi Lal University, Bhiwani

2. A complaint was received vide e-mail dated 30.06.2025 regarding the service “*Issuance of Original Degree if not received by the student within 180 days from the declaration of result*”, notified under the Haryana Right to Service Act, 2014 (hereinafter referred to as the ‘Act’). A brief summary of the complaint is:
- a. The complainant, Sh. Lalit Kumar stated that he is a student of JVMGRR College, Charkhi Dadri (affiliated to CBLU, Bhiwani) (University Reg. No. 181362004152 and Roll No. 81362004152).
  - b. He took admission in 2018 and missed some final-year practicals due to health issues but later completed them.
  - c. On 18.07.2023, he was declared pass in the 6th semester. However, he has not received his marksheets or B.Sc. degree. He has filed three grievances: CBLU Grievance No. 4322 dated 09.05.2024, CBLU Grievance No. 5501 dated 11.06.2024 and CPGRAMS Complaint DSEHE/E/2025/0005480 dated 05.06.2025.
  - d. As of 24.06.2025, no marksheets or B.Sc. degree had been issued.
3. Upon preliminary examination of the complaint, the Commission was satisfied that there were reasonable grounds to inquire into the matter under Section 17(2) of the Act. Accordingly, a report was sought from the DO vide Commission’s letter no. 2656 dated 08.07.2025. Accordingly, a reply was received from Prof. Pawan Gupta, Controller of Examination, Chaudhary Bansi Lal University, Bhiwani vide letter no. CBLU/COE/2025/1014 dated 23.07.2025. The reply stated that the Detailed Marks Card (DMC) of the complainant for B.Sc. 6th Semester had already been handed over to the concerned college on 08.07.2025. Further, the degree of the candidate had been prepared, and the college had been informed to collect the degree certificate from the University

4. Finding the reply to be unsatisfactory, a hearing was scheduled before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission, on 05.09.2025 at 11:15 a.m. vide Commission's letter no. 3516 dated 25.08.2025. In response to the Commission's hearing notice, a reply was received from Prof. (Dr.) Pawan Gupta, Controller of Examination, CBLU vide email dated 27.08.2025. The reply stated that the complaint had already been resolved and that the ATR was sent to the Commission on 23.07.2025. It was further submitted that the complaint of the student was not received in the APAAR portal, and that there was no pendency of the University in the APAAR portal.
5. The hearing took place as scheduled and was attended by Prof. (Dr.) Pawan Gupta, Controller of Examinations, CBLU Bhiwani, despite being on leave. Sh. Lalit Kumar, the complainant, did not attend the hearing despite advance notice. When the Commission attempted to contact him on his registered mobile number, the call went unanswered but he later on, called back and stated that the degree has still not been received. The DO reiterated the contents of his reply dated 27.08.2025.
6. (a) The Commission has carefully considered all the facts and circumstances of this case. It is not satisfied with the delay in providing the mark sheet as well as the degree. Firstly, the Commission would like to know the Standard Operating Procedure (SOP)/instructions followed for sending mark sheets and degrees to affiliated colleges. Specifically:
  - i. Whether any written communication is sent to the colleges informing them that mark sheets/degrees are ready and may be collected by an authorized representative, or whether the University dispatches them Suo moto?
  - ii. Whether such documents are delivered through registered post or via a special messenger?
- (b) In the present case, the complainant was declared 'passed' in the 6th Semester on 18.07.2023, yet his detailed mark sheet was provided to the concerned college only on 08.07.2025—after nearly two years. The Commission would like to know who is responsible for this delay. Furthermore, the degree has still not been issued. The Commission seeks clarification on:
  - i. The date of preparation of the degree.
  - ii. Whether the college was informed in writing to collect the degree, and if so, why the college defaulted in doing so?
  - iii. Whether there exists any system whereby the college informs students—through email, telephonic message, WhatsApp, or otherwise—that their mark sheets or degrees are ready for collection, or whether the college sends them directly by registered post?
- (c) In the absence of such communication, these documents may remain lying in the college while students, having passed out, remain unaware. Timely communication would enable students to either collect the documents themselves or authorize someone on their behalf.



In view of the above, the Commission considers it necessary to inquire into this matter in detail to ensure that such difficulties do not arise in future in respect of any University. Thus, Prof. (Dr.) Pawan Gupta, COE, CBLU, Bhiwani-cum-DO is requested to send a reply on the queries raised by the Commission in Para 6(a) and 6(b) above by 19.09.2025 on the Commission's email: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in), failing which the case will be decided ex parte on merits.

7. A copy of this order is also endorsed to the Director General, Higher Education, who has already been requested vide letter no. 3517 dated 25.08.2025 to provide clarification on the SOP followed by Universities in Haryana for the issuance and delivery of degree certificates. He is further requested to have a uniform SOP prepared for adoption by all Universities if the same doesn't already exist, to ensure that these notified services are delivered to students within the prescribed timelines.

5th September, 2025

