



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

**(Through E-mail Only)**

To

The SGRA-cum-Joint Director/Additional Director,  
Women and Child Development Department,  
Haryana.

The FGRA-cum-Programme Officer (Poshan)/Deputy Director,  
Women and Child Development Department,  
Haryana.

The DO-cum-DPO,  
Women and Child Development Department,  
Kaithal, Haryana.  
Contact No. 8950170625  
E-mail: poktl.wcd@gmail.com

**Memo No. 1071**

**Dated 17<sup>th</sup> March'2026**

**Subject: Revision Details: AAS25/1439002 - WCD Name: Smt. Ashu Rani**  
**Service: Mukhya Mantri Matritva Sahayata Yojana [RTS - 45 Days]**  
**Application: Self-filed by the applicant on Saral Portal on 30.01.2026.**

I am directed to forward herewith a copy of the orders dated 13.03.2026 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and necessary action.

**BY THE ORDER OF THE HARYANA RIGHT TO SERVICE COMMISSION AT CHANDIGARH.**

Encl: As above

(Sube Khan)

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

CC:-:

A copy of the above is forwarded to the appellant - Smt. Ashu Rani Phone No. 9050006440.



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

**Final Orders**

**(In Respect of Revision Details: AAS25/1439002 – WCD Name: Smt. Ashu Rani  
Service: Mukhya Mantri Matritva Sahayata Yojana [RTS – 45 Days] Application:  
Self-filed by the applicant on Saral Portal on 30.01.2026)**

Hearing Date: 13.03.2026

Time: 11:30 am

<b>Case Type</b>	Revision on Auto Appeal System (AAS)	
<b>Department</b>	Women and Child Development Department	
<b>Name of Service</b>	Mukhya Mantri Matritva Sahayata Yojana	
<b>Application Number</b>	MMMSY/2024/40369	
<b>Date of Application</b>	03.08.2024	
<b>RTS Timeline</b>	7 Days	
<b>RTS Due Date</b>	14.10.2024	
<b>District</b>	Kaithal	
<b>Name of the Revisionist</b>	Smt. Ashu Rani	
<b>Designated Officer (DO)</b>	Designation	DPO, District-Kaithal
	Action taken with date	Service Completed on 31.01.2026
	Remarks of DO	"Paid to Beneficiary"
<b>First Grievance Redressal Authority (FGRA)</b>	Designation	Deputy Director, State-Haryana
	Date and mode of appeal submitted to FGRA	05.03.2025 Auto Appeal (Saral)
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	No Action Taken
	Remarks of FGRA	No Remarks
<b>Second Grievance Redressal Authority (SGRA)</b>	Designation	Joint Director ICDS, State-Haryana
	Date and mode of appeal submitted to SGRA	22.04.2025 Auto Appeal (Saral)
	Remarks of the Appellant	NA
	Action taken by SGRA with date	Appeal Resolved on 19.05.2025

	Remarks of SGRA	"The benefit has been provided to the applicant"
<b>Haryana Commission (HRTSC)</b>	<b>RTS</b> Date of filing of Revision	30.01.2026
	Mode of Revision	Self-Filed by Applicant on Saral Portal
	Remarks of the Revisionist	"BANK ACCOUNTS"
	Whether Revision has been filed in time?	No
	Delay Reason	"BANK ACCOUNTS"
	Whether service has been applied under correct category?	Yes

2. Taking cognizance of the matter, the Commission sent a letter to DO-cum-DPO, Kaithal vide letter no. 530 dated 04.02.2026. She was directed to investigate the matter and send the action taken report by 13.02.2026. A response was received from the DO-cum-DPO, Kaithal vide memo no. 791 dated 10.02.2026 wherein it was stated that the payment was delayed due to pendency of correction in the beneficiary's MMMSY form and non-updation of her bank account details. It has further been intimated that the pending amount was credited to the beneficiary's bank account on 19.01.2026. A satisfaction letter from the beneficiary has also been received, duly forwarded by the Women and Child Development Project Officer, Guhla.
3. After perusal of the facts, the Commission observed that that no action was taken within the prescribed RTS timeline, resulting in auto-escalation of appeal to the FGRA on 05.03.2025 and subsequently to the SGRA on 22.04.2025. The SGRA, vide order dated 19.05.2025, observed that the benefit had been provided. However, as per the report submitted by the DO-cum-DPO, the payment was credited only on 19.01.2026. The delay of approximately 1.5 years from the date of application raises serious concerns regarding adherence to the provisions of the Right to Service framework.
4. The above observations were conveyed to the SGRA-cum-Joint Director/Additional Director, the FGRA-cum-Programme Officer (Poshan)/Deputy Director and the to DO-cum-DPO, Kaithal vide letter no. 742 dated 19.02.2026 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 09.03.2026 at 11:00 am. Further, vide memo No. 743 dated 19.02.2026, a letter was also issued to Director (IT), NIC, requesting him to examine the matter and furnish a detailed report explaining the cause of delay in triggering the auto-escalation mechanism-whether there was any technical error or system-related issue and the safeguards presently in place to prevent recurrence of such delays. A response was received vide email dated 25.02.2026 wherein it was stated that the service "Mukhya Mantri Matritva Sahayata Yojana" of the Women and Child Development Department was onboarded onto the Auto Appeal System (AAS) on 05.03.2025. Accordingly, Appeal Reference ID AAS25/1439002 was auto-escalated to the FGRA on the same day. Additionally, a reply has been received from the SGRA-cum-Joint Director/Additional Director and the FGRA-cum-Programme Officer (Poshan)/Deputy Director vide memo no. 2255 SHEW/WCD/2025-26 dated 03.03.2026 wherein it was stated that the scheme was

onboarded on the AAS portal in March 2025 and a large number of auto-appeals were generated on the portal. The Department had earlier informed the Commission that thousands of such auto-appeals were being escalated and the process of replying to each appeal individually with supporting documents was extremely time-consuming at both FGRA and SGRA levels. Accordingly, the Commission advised that in cases where the benefit had already been provided, the appeals may be marked as resolved with appropriate remarks and where benefits had not been delivered, directions may be issued to the concerned DPO for necessary action. The cases were thereafter disposed of accordingly on the basis of reports received from the District Programme Officers. It has further been submitted that regular directions were issued by the Department to all DPOs through letters and video conferences to ensure timely disbursement of benefits under the scheme and a Standard Operating Procedure was also circulated defining the roles of officers for ensuring delivery of benefits within the prescribed RTS timeline. In the present case, the matter had escalated to the SGRA level on 22.04.2025. As per the report received from the DPO, Kaithal, the appeal was marked as resolved with directions to the concerned DPO to disburse the benefit within ten days. Thereafter, a compiled list of auto-appeals from various districts was forwarded to NIC on 19.05.2025 for backend resolution due to the large volume of cases. However, while subsequently tracking the status of the case on the SARAL portal, it was observed that the case had been resolved with the remark that "benefit has been provided to the applicant", which was not in consonance with the factual position at that time. The Department has submitted that such remarks appear to have been updated during the backend resolution carried out by NIC. The DPO, Kaithal has now informed that the delay in payment occurred because the application was pending for correction and updation of bank account details. The benefit has since been credited to the beneficiary's bank account on 19.01.2026 and the beneficiary has been reported to be satisfied. It has further been submitted that out of the large number of auto-appeals sent for backend resolution in May 2025, there may be other similar cases where appeals were resolved in the system even though the benefits had not yet been disbursed at that time but the benefits have since been provided. The Department has, therefore, requested that the delay may be condoned as there was no deliberate lapse or malafide intention.

5. (a) The hearing was postponed at the request of the Department due to administrative reasons and was fixed for 13.03.2026 at 11:30 am. The hearing was held as scheduled, which was attended by the following: -
- i. Dr. Poonam Raman, the then SGRA-cum-Joint Director, WCD.
  - ii. Smt. Kamlesh Rana, the FGRA-cum-Programme Officer (Poshan)/Deputy Director, WCD.
  - iii. Ms. Hemlata, Assistant, Guhla Block and Ms. Jyoti Rani, District Mission Coordinator, District Hub for Empowerment of Women, Kaithal on behalf of the then and current DO-cum-DPO, Kaithal. (09.10.2024-10.04.2025) and (04.08.2025-till).
- (b) Smt. Manisha Gagat, the then DO-cum-DPO, Kaithal (August 2024-08.10.2024) and Smt. Shashi Bala, the then DO-cum-DPO, Kaithal (21.04.2025-03.08.2025) did not attend the

hearing, possibly because they did not have the relevant information. It was reported that Smt. Gurjeet Kaur had gone to the office of the DC, Kaithal for a meeting and, therefore, had deputed the concerned officials to attend the hearing. Smt. Ashu Rani, the Revisionist, also did not attend the hearing despite advance notice. When the Commission attempted to contact her on the given number, there was no response.

- (c) The officials appearing on behalf of the DPO, Kaithal were asked about the reasons for the delay in disbursement of the benefit from 03.08.2024 till 19.01.2026. It was stated that the application dated 03.08.2024 was reverted by the Block office to the applicant on 13.08.2024 as the passbook of the bank account was not enclosed with the application. Thereafter, the application was not resubmitted by the applicant. However, on 15.01.2026, they received a list of pending cases from NIC in which the name of the applicant appeared and they immediately took necessary action, after which the benefits were disbursed on 19.01.2026.
- (d) Smt. Kamlesh Rana, the FGRA-cum-Programme Officer (Poshan)/Deputy Director, WCD and Dr. Poonam Raman, the then SGRA-cum-Joint Director, WCD, reiterated the contents of their replies, which have been incorporated in Para No. 4.
6. The Commission has carefully considered all facts and circumstances of this case. The reasons for the delay in disbursement of the benefit are found to be satisfactory. It is intriguing as to why the applicant filed the revision before the Commission on 30.01.2026 when the benefit had already been disbursed in her bank account 11 days earlier. It appears that she did not check her bank account before filing the revision. She neither attended the hearing nor answered calls from the Commission to confirm or deny the statements made by the officials.

The explanations given by the FGRA, Smt. Kamlesh Rana, FGRA-cum-Programme Officer (Poshan)/Deputy Director, WCD and Dr. Poonam Raman, the then SGRA-cum-Joint Director, WCD, are also found to be satisfactory. The statement of Dr. Poonam Raman that the mistake was committed by NIC while recording the remarks was cross-checked with the list submitted through email by the Department to NIC, in which this case was shown as "under process", but erroneously the remark "The benefit has been provided to the applicant" was recorded as the remarks of the SGRA by the NIC. This mistake might have occurred due to the huge number of cases that had escalated at that time.

In view of the satisfactory explanations, the present revision is hereby dismissed.

13<sup>th</sup> March, 2026

