

No. 07/26/2026-2AR
GOVERNMENT OF HARYANA
CHIEF SECRETARY'S ORGANISATION
GENERAL ADMINISTRATION DEPARTMENT
(ADMINISTRATIVE REFORMS BRANCH)

Dated Chandigarh the, 27th August, 2026

To

1. All the Administrative Secretaries to Governments of Haryana.
2. All the Heads of Department in the State of Haryana.
3. All the Managing Directors/ Chief Administrators of Boards/Corporations in the State of Haryana.
4. The Registrar Punjab and Haryana High Court.
5. All the Registrar of Universities of Haryana.
6. All the Divisional Commissioners in the State of Haryana.

**Subject: - Instructions regarding appeal case No. 3139 of 2026 U/s 19(3) of RTI Act, 2005:-
Sh. Tushar Arora Vs HSIIDC, Saha Ambala.**

I have been directed to invite your attention to the State Information Commission's order dated 15.06.2026 (copy enclosed) passed in the subject cited matter and to request all the Administrative Secretaries and Head of Departments in the State of Haryana to ensure that all State Public Information Officers (SPIOs) under their administrative control are suitably sensitized and instructed to regular monitoring of applications received through the Online mode and to take timely action on such applications in accordance with the provisions of the Right to Information Act, 2005.

2. It is further clarified that, in future, no plea or excuse by any SPIO to the effect that an online RTI application remained unattended or was not brought to his/her notice due to the absence of an internal monitoring mechanism shall be accepted by the State Information Commission.

3. The above instructions may be brought to the notice of all concerned under your kind control for strict compliance.


Superintendent (AR)
for Chief Secretary to Govt., Haryana. 

No. 07/26/2026-2AR

Dated Chandigarh, the 27th August, 2026

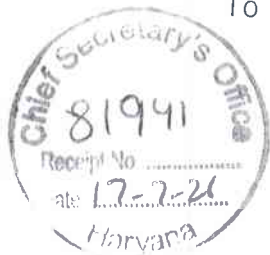
A copy is forwarded to the Law Officer, State Information Commission, Haryana Netaji Subhas Chandra Bose Suchana Bhawan, Plot No. IP-8, Sector-3, Panchkula w.r.t. his letter No. 21084/SIC/2026/R-6 dated 16.07.2026 for information.


Superintendent (AR)
for Chief Secretary to Govt., Haryana.

STATE INFORMATION COMMISSION, HARYANA,
Netaji Subhas Chandra Bose Suchana Bhawan,
Plot No. IP-8, Sector-3, Panchkula, Haryana
E-mail: ussichry@yahoo.co.in
Telephone no. 0172-2720114 & 2720115

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17.07.26

No. 21089 /SIC/2026/R-6



To

1. The Chief Secretary, Department Haryana, Civil Secretariat, Sector-1, Chandigarh - 160001.
2. SPIO-cum-DGM (Engg), Engineering, Wing Indl. Estate, Haryana State Industrial & Infrastructure Development Corporation, Saha, Ambala.
Email:- estate.saha@hsiidc.org.in
3. FAA O/o Haryana State Industrial & Infrastructure Development Corporation, Panchkula.
Email:- contactus@hsiidc.org.in
4. Sh. Tushar Arora, Partner of M/s Medfe, 29-A, Shingari Complex, Ambala Chandigarh Expressway, Baldev Nagar, Ambala City, (M) 9419135887

Dated Panchkula the 16/7/2026.

Subject: -

Appeal Case No. 3139 of 2026 u/s 19(3) of RTI Act, 2005-Sh. Tushar Arora Vs HSIID, Saha, Ambala.

In Continuation of the Commission's letter No. 15497/SIC/2026/4-IA dated 13.05.2026, on the subject noted above.

I am directed to forward herewith a copy of Commission's order dated 15.06.2026, passed by this Commission in the above noted case for information of the appellant and immediate compliance of the respondent under intimation to the Commission.

Encls:- As above.

Law Officer
State Information Commission,
Haryana.

Sr. Secy/C&S, GAD
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STATE INFORMATION COMMISSION, HARYANA
NETAJI SUBHAS CHANDRA BOSE SUCHNA BHAWAN
PLOT NO. 1P-8, SECTOR-3, PANCHKULA
APPEAL CASE NO. 3139 OF 2026

RIGHT TO INFORMATION ACT, 2005 -UNDER SECTION 19(3)

Relevant facts emerging from the appeal:-

Name of the Appellant	Shri Tushar Arora, Appellant.
Name of the Respondents	1. SPIO-cum-DGM (Engg.), Engineering Wing, Indl. Estate, Haryana State Industrial & Infrastructure Development Corporation, Saha, Ambala. 2. FAA O/o Haryana State Industrial & Infrastructure Development Corporation
RTI application filed on	16.10.2025
SPIO replied on	11.05.2026
First appeal filed on	21.11.2025
Response of First Appellate Authority	--
Second appeal filed on	22.01.2026
Date of Hearing	15.06.2026 at 11.00 A.M.
State Information Commissioner Present.	Dr. Ajay Kumar Sura 1. Shri Ram Krishan Arora, the representative (Father) of Appellant appeared in person. 2. Sh. Surender Kumar, Manager, HSIIDC, Saha, Ambala present.

This appeal has come up for hearing before the Commission on the ground that incomplete information has been furnished to the appellant by the respondent SPIO as sought by him vide RTI application dated 16.10.2025 despite filing of the first appeal with the First Appellate Authority. The appellant prayed that respondent SPIO be directed to furnish requisite information to him at the earliest and also prayed to take penal action against the SPIO. The Commission issued notice dated 17.04.2025 under Section 19(3) of the RTI Act, 2005 to the parties directing the respondents to file their comments with the Commission and both the parties to be present for the hearing on 14.05.2026. Thereafter, the case was adjourned for 15.06.2026.

2. Today, Shri Ram Krishan Arora, the representative (Father) of Appellant appeared in person. He acknowledged receipt of the information furnished by the respondent SPIO. He expresses satisfaction with the information supplied but alleged that the same had been furnished after considerable delay and requests the Commission to initiate penal proceedings against the respondent SPIO.
3. Sh. Surender Kumar, Manager, HSIIDC, Saha, Ambala, present during the hearing, submits that the requisite information was furnished to the appellant vide letter dated 11.05.2026. He further clarified that the RTI Application was filed through online mode and the same was not communicated to him by the person concerned who receives applications sent through online mode filed by the applicants. He, therefore, submits that no RTI application had been received in their office prior to the notice received from the Commission. He expressed regret for the delay caused in furnishing the information and assured the Commission that such lapse would not recur in future.
4. After careful consideration of the matter and upon hearing the submissions made by the representative of appellant as well as respondent SPIO, the Commission observes that the requisite information has ultimately been furnished to the appellant after considerable delay of around 6 months. The Commission also notes that the RTI Application was filed by the appellant through the RTI Portal but the application submitted through the online mode remained unattended for such prolonged period solely on the ground of respondent authorities reported unfamiliarity with the online portal.
5. The Commission has come across similar instances while hearing other appeals, wherein the RTI Applications filed by the appellants through online mode remained unattended by the department concerned due to absence of proper mechanism of monitoring and tracking such

application received via- online. It has also emerged in several cases that SPIOs have taken plea that they become aware of the RTI Application only upon receipt of notices issued by the Commission in second appeal filed by the appellants on account of non-supply of information.

6. The Commission takes an adverse view of such inaction on the part of the SPIOs in failing to pay due attention to RTI Applications filed through the online mode. It is pertinent to mention that the RTI Online Portal was effectively launched by the Government of Haryana on 24.01.2022 with the objective of enabling citizens to file RTI applications and first appeals diligently before various departments. The portal also facilitates applicants in monitoring the status of their applications and receiving digital responses from the concerned SPIOs. This facility was introduced by the government for the larger benefit of both the public as well as for the concerned departments with a view of ensuring efficient and expeditious functioning in the digital Era.

7. It is indeed surprising that despite the lapse of more than four years since the launch of the Online RTI Portal, several departments are still not diligently adhering to this Government initiative for online filing and processing of RTI applications. It is expected that the SPIO upon receipt of RTI Application through online portal shall process the same with due diligence and furnish information sought by the appellants as expeditiously as possible in accordance with the provisions of RTI Act, 2005. However, by leaving RTI applications received through the online mode unattended, the SPIOs are failing to discharge their statutory responsibilities cast upon them under the RTI Act, 2005.

8. The Commission, therefore, deems it appropriate to clarify that where an RTI application remains unattended, the same shall be treated as a case of "**deemed refusal**" under the provisions of the RTI Act, 2005. The RTI Act, 2005 grant a period of 30 days to the Public

Authorities for disposal of RTI Application while in matter concerning the life and liberty of person prescribed time limit is 48 hours. Any violation of the statutory timelines, without any justifiable cause, amounts to a denial of the right to information conferred upon citizens under the RTI Act, 2005.

9. Since the appellant has admittedly received the information and has expressed satisfaction with the same, no further direction regarding supply of information is required. As regards the prayer for initiation of penal action, the Commission notes the explanation furnished by the respondent SPIO and the fact that the information has ultimately been supplied. In the facts and circumstances of the case, the Commission does not find it to be a fit case for initiating proceedings under Section 20 of the RTI Act, 2005. However, the respondent SPIO is cautioned to ensure strict adherence to the timelines prescribed under the RTI Act, 2005 in future.
10. The Commission Secretariat is directed to forward a copy of this order to the office of the Chief Secretary, Haryana, for dissemination to the Administrative Secretaries of all Departments for sensitizing all the SPIOs under them regarding regular monitoring of applications received through the Online mode. It is further clarified that in future no plea or excuse shall be entertained by the Commission through any SPIO to the effect that information could not be supplied to the appellants merely because the application filed online, remained unattended or was not brought to his notice due to absence of any monitoring mechanism within the department concerned.
11. With the above direction, the present appeal stands disposed of.
Announced. To be communicated.

Place: Panchkula
Dated: 15.06.2026


(Dr. Ajay Kumar Sura)
State Information Commissioner,
Haryana.


Law Officer
State Information Commission
Panchkula, Haryana