

**Immediate/ Date Bound**

No. 6/ 74 /2025-5HR-I  
**HARYANA GOVERNMENT**  
**HUMAN RESOURCES DEPARTMENT**  
**(Human Resources-I Branch)**

To

**Dated: Chandigarh, the 13<sup>th</sup> February, 2026.**

1. All the Administrative Secretaries to Government of Haryana.
2. All the Heads of the Departments in the State of Haryana.
3. The Managing Directors/Chief Administrators of all the Boards /Corporations / Authorities in the State of Haryana.
4. All the Divisional Commissioners in the State of Haryana.
5. All the Deputy Commissioners in the State of Haryana.

**Subject: Issues relating to OTP Generations and Employees Data on Security of Service Portal.**

I am directed to invite your kind attention to Government letter of even number dated 30th January, 2026, whereby detailed instructions were issued regarding updating and uploading accurate data of eligible contractual employees for Security of Service on the HKRNL/Treasuries & Accounts (T&A) Database.

2. It has been observed that several queries are still being received from Departments and contractual employees stating that OTPs are not being generated despite fulfillment of the prescribed eligibility criteria under the relevant Act/Rules and completion of more than five years of service as on 15.08.2024. The issues reported are as under:

**I. OTP Generation Issues:**

OTPs are not being generated due to the following reasons:

1. Incorrect Mobile Number/Change of Mobile Number;
2. Incorrect Family ID;
3. Salary/remuneration not being drawn from the Contractual Head of Account.

**II. Certification by Concerned Authority:**

In such cases, it shall be mandatory for the concerned authority (Administrative Secretary/ HOD/ DDO) to issue a formal letter certifying that:

1. The concerned individual is a genuine contractual employee working in his/her office, along with complete service details;
2. He/She was appointed/engaged through contractual mode;
3. The remuneration/salary has been paid under a Head other than the Contractual Head of Account, and the Department shall ensure that remuneration/salary will be paid from the appropriate Contractual Head of Account in future.

No application shall be processed by the HKRNL and Treasuries & Accounts Department without receipt of the above certification letter. Upon receipt of such duly verified communication from the Administrative Secretary/HOD/DDO, the HKRNL and Treasuries & Accounts Department shall initiate necessary action and forward the verified data to HKCL for enabling the OTP process.

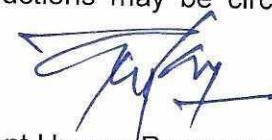
**III. Portal Issues:**

- i. In certain cases, Departments/District Offices/ Posts/DDO's are not appearing in the drop-down menu of the Security of Service Portal. Such discrepancies must be immediately brought to the notice of the concerned authorities for rectification/addition in Security of Service portal.

ii. It is reiterated that the responsibility for managing data of Part-I and Part-II employees of the Government of Haryana rests solely with two departments, namely the Haryana Kaushal Rozgar Nigam Limited (HKRNL) and the Treasuries & Accounts, Department. Accordingly, the Treasuries & Accounts, Department shall be responsible for providing and maintaining the Part-II employee data, duly verified through the concerned DDO via official letter. The verified data shall be transmitted to the Haryana Knowledge Corporation Limited (HKCL) to ensure the smooth and secure functioning of the Security of Service Portal.

iii. HKRNL shall also ensure timely sharing of accurate and real-time Part-I employee data with HKCL for prompt integration into the Security of Service Portal to facilitate its uninterrupted operation.

3. All concerned are requested to ensure strict compliance with these instructions and to take necessary action in a time-bound manner. These instructions may be circulated to all subordinate offices for immediate implementation.



Superintendent Human Resources-I,  
for Commissioner & Secretary to Government Haryana,  
Human Resources Department

Endst. No. 6/74 /2025-5HR-I

Dated, Chandigarh, the 13<sup>th</sup> February, 2026.

A copy is also forwarded to the following authorities with the direction to take further necessary action in the matter accordingly:

- 1 *The Director, Treasuries & Accounts Department.*
- 2 *The Chief Executive Officer, Haryana Kaushal Rozgar Nigam Limited.*
- 3 *The Senior Director, Information Technology (NIC).*
- 4 *The Managing Director, Haryana Knowledge Corporation Limited.*



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for Commissioner & Secretary to Government Haryana,  
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