



Government of Haryana/हरियाणा सरकार
Directorate of Food, Civil Supplies & Consumer Affairs
 खाद्य, नागरिक आपूर्ति तथा उपभोक्ता मामले, निदेशालय

ORDER

Deputy Director, PDS, Headquarters, is hereby appointed as the Nodal Officer for the **(Maintaining proper record of applications/appeals submitted for obtaining services under different Acts/Rules)** at the Directorate level in the State. At the district level, the concerned District Food & Supplies Controllers (regular or officiating) shall serve as the Nodal Officers with immediate effect. The particulars of the Nodal Officers are as under:-

Sr. No.	Name & Designation of Nodal Officer (As the case may be)	Scheme/Project	Contact Detail	Branch/Staff related to Projects/ Schemes
1.	Sh. Surender Saini, Deputy Director, PDS at the level of Directorate.	Maintaining proper record of applications/appeals submitted for obtaining services under different Acts/Rules.	Mob. No. 9991939007 Email.id surendersaini.fcsca@hry.gov.in	PDS Branch
2.	District Food & Supplies Controller's (in the State of Haryana) at the level of District.		As per list attached.	Concerned district office staff.

All the Nodal Officers are directed to ensure strict compliance of the directions/decisions conveyed vide letter dated 07.07.2026 of Home Department, Haryana.

Dated, Chandigarh, the
10.08.2026

ANSHAJ SINGH, IAS
Director General, Food Civil Supplies &
Consumer Affairs Department Haryana

Endst. No. 6E(1)-20 Part-2026/15309

Dated Chandigarh, the 14-8-2026

A copy of the above is forwarded to the following for information and necessary action:-

- ✓ 1. The Additional Chief Secretary to Govt. Haryana, Home Department vide w.r.t. their letter memo No. 3/203/2025-3HG-II dated 07.07.2026.
2. Sh. Surender Saini, Deputy Director, PDS, Hqrs.
3. All the District Food & Supplies Controllers (In the State of Haryana).
4. All the Branch Officers/Branch In-charge at Hqrs.
5. Smt. Shikha, Junior Programmer, Hqrs. for uploading the order on the website of the department.

Encls: As above letter dated 07.07.2026.

Superintendent Estt.-I
for Director General, Food Civil Supplies &
Consumer Affairs Deptt. Haryana

CC:

1. PS/DGFCS&CA (for kind information of W/DGFCS&CA).
2. SSS/AD Admn. (for kind information of W/AD, Admn.).

Establishment Branch-1

Dairy No. 4330

Dated: 20/07/26

PS/DGFCSS&CA

CFMS NO. 13241

Date: 17/7/26

No. 3/203/2025-3HG-III

Haryana Government

Home Department

Haryana Civil Secretariat, Chandigarh

Dated, the 07th July, 2026

To

1. All the Heads of Departments in Haryana.
2. All the Divisional Commissioners in Haryana.
3. All the Commissioners of Police in Haryana.
4. All the Deputy Commissioners in Haryana.
5. All the Superintendent of Police in Haryana.

DGFs (Bisy)
Poonam (B)

17/7/26

AD (Admin) Subject:

Standard Operating Procedure (SOP) to be followed mandatorily while disposing of applications and appeals under different Acts/Rules by the statutory authorities exercising quasi-judicial powers.

Please put up.

17/7/26

DDCE-1)

PC put up

Dr

17.7.26

SE-1

20P

GEI

I have been directed to convey that it has been noticed by the Government that while exercising quasi-judicial powers, the applications/appeals submitted by the citizens for availing services including any benefit or licence etc. under different Acts/Rules are being disposed of casually without adhering to the provisions of the relevant Acts/Rules and the principles of natural justice by the concerned statutory authorities. Where the authorities decide to reject such applications on any ground, the authorities reject such applications merely by recording the remarks "Rejected" without passing appropriate speaking orders. Sometimes, such a course of action is adopted by the appellate authorities too while exercising appellate and quasi-judicial powers in disposing of appeals against the orders of subordinate authorities. This casual approach leads to harassment of the citizens/applicants, unnecessarily increase in avoidable litigation, wastage of precious time of the Hon'ble Courts and embarrassment of the higher authorities before the Hon'ble Courts. While hearing CWP No. 38151 of 2025 and other connected matters, the Hon'ble Punjab and Haryana High Court has also noticed the practice of disposing of applications by the statutory authorities without adhering to the principles of natural justice. In view of the above, the following Standard Operating Procedure (SOP) is hereby issued for strict compliance while disposing of applications, appeals, representations, petitions, etc. filed under the different Acts and Rules:

1. The statutory authorities shall strictly adhere to the provisions of the relevant Act/Rules conferring quasi-judicial powers on such authorities and, in particular, the order of granting or refusing to grant the service applied for shall be passed in writing separately besides recording remarks on the application or uploading such remarks on the portal, if any, developed for receiving and disposing of such applications.
2. The statutory authorities shall designate an officer subordinate to them in their respective offices to be a Nodal Officer for maintaining proper record of applications/appeals submitted for obtaining services under different Acts/Rules and also of the proceedings of such applications/appeals. Different Nodal Officers may be appointed in respect of different services.

Provided that:

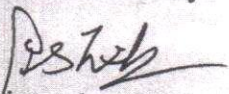
- (i) every statutory authority shall designate such Nodal Officer



- (iii) the duties and responsibilities of the Nodal Officer shall include maintenance of records, scheduling of hearings, service of notices, maintenance of proceedings, coordination with concerned departments and such other functions as may be assigned by the statutory authority.
3. The statutory authorities shall, where they decide to refuse to grant a service applied for, record reasons in writing for such refusal by passing a detailed speaking order. The copy of the speaking order shall be provided to the applicant free of cost unless the disclosure of any information contained in the speaking order, in the opinion of the statutory authority, is not in public interest. The authority shall decide as to whether such disclosure is not in public interest or otherwise at the time of disposal of the original application and, if it decides that such disclosure is not in public interest, it shall record reasons in writing for forming such opinion.
- Provided that, as far as practicable, every speaking order shall:
- (i) briefly sets out the relevant facts;
 - (ii) identify the applicable provisions of the Act/Rules;
 - (iii) refers to contentions raised by the Applicant/ Appellant;
 - (iv) refers to the contentions raised by the Respondent/Department, if any;
 - (v) record clear findings supported by reasons;
 - (vi) deal with every submissions/contention made by the parties/applicant or appellant, and state the reasons for the conclusion reached and grounds for refusal/declining the application, if any, under the provisions of the applicable Act/Rules, and;
 - (vii) inform the applicant of the right of appeal/revision against the order passed wherever such remedy is provided under the relevant Act/Rules.
4. Where an application/appeal suffers from any technical error, including non-payment of prescribed fee, non-submission of required documents or any other procedural defect, the statutory authority shall, as far as practicable, issue a single consolidated deficiency notice specifying all such deficiencies and allow to rectify the defects within 30 days of receiving the notice.
5. Before passing the order refusing to grant a service, the applicant shall be provided an adequate opportunity of hearing by the authority concerned.
- Provided that:
- (i) Reasonable advance notice indicating the date, time and place of hearing shall ordinarily be communicated to the applicant through appropriate mode(s);
 - (ii) The attendance of the parties appearing before the authority shall be recorded by the Nodal Officer/reader;
 - (iii) The complete file alongwith all the reports received from the concerned departments, documents for and against shall be placed before the statutory authority before commencement of hearing;
 - (iv) Where appearance through an authorized representative is permissible under the applicable Act/Rules, such representative may be permitted to appear subject to production of proper authority, wherever required.

- safety or for any other reason permissible under the applicable Act/Rules, a shorter period may be allowed after recording reasons in writing.
7. The statutory authorities shall establish a Copying Branch in their offices for providing certified copies of orders passed by these authorities to the parties.
- Provided that:
- (i) the Copying Branch shall also maintain, wherever applicable, proper records including the application register, licensing register, file of orders, correspondence file, renewal register, proceedings register, appeal/revision register, , dispatch register, and such other statutory records as may be required under the relevant Act/Rules;
 - (ii) any applicant or aggrieved person shall be entitled to inspect his/her own case file on a written request addressed to the Nodal Officer, subject to the provisions of the applicable Act/Rules and restrictions relating to confidentiality or privilege;
 - (iii) certified copies of orders and such verification reports, correspondence and other documents as are permissible under law shall ordinarily be supplied within 15 working days from the date of receipt of the application for certified copies.
8. The statutory authorities shall designate/fix a day (preferably every fortnight) for hearing the applicants for disposal of applications/appeals submitted for obtaining the services. The Nodal Officer shall place all such applications before the authority for disposal on the day fixed for this purpose.
- Provided that:
- (i) the applicants shall ordinarily be informed in advance regarding the date of hearing through appropriate mode(s);
 - (ii) the Nodal Officer shall ensure that the complete record, including all departmental reports, verification reports and other relevant documents, is placed before the statutory authority before commencement of hearing.
9. The applications/appeals shall be submitted by the Nodal Officer before the Link Officer of the statutory authority for disposal in case of vacancy in the office of the statutory authority continuing for more than one month. However, the order shall ordinarily be passed only by the officer who has personally heard the applicant, unless otherwise provided under the applicable Act/Rules or any lawful arrangement made by the competent authority.
10. Wherever verification or report from the Police Department or any other Government Department is mandatory under the applicable Act/Rules before deciding an application, the statutory authority shall ensure that such requisition is issued expeditiously and that the concerned authority is requested to furnish its report within the prescribed period. Wherever considered necessary, simultaneous coordination with adjoining districts or other competent authorities may also be undertaken so as to ensure timely submissions of reports.
11. The appellate authorities under the different Acts/Rules shall also follow the principles of natural justice and all appeals shall be disposed of by passing a detailed and well-reasoned speaking order in writing after affording opportunity of hearing to the parties. The written order of the appellate authority shall be provided to the parties free of cost unless, in the opinion of the appellate authority, the disclosure of any information contained in the order is not in public interest.

- speaking order in writing and served on the licensee with reasons. It shall take effect from the date of service.
14. In matters related to Arms License- Upon suspension, the licensee shall deposit the weapon(s) at the local police station within 48 hours. The station shall issue a signed receipt.
 15. In cases related to PDS License- upon suspension, the commodities/grains etc. shall be transferred to adjoin Depot holder alongwith a complete report of authority as to the shortfall of grains. List of commodities, list of ration card holders, etc., for better distribution.
 16. The proceedings after suspension must be completed within 90 days. If the inquiry is not completed, the suspension shall be reviewed/ cancelled. If, upon inquiry, the ground for suspension is not established, the license shall be restored and the weapon returned promptly. The authorities to ensure that the suspension is not for indefinite period and in case the act/rules/orders, etc., does not prescribe any such period, then the same shall be considered to be 90 days.
 17. The Administrative Departments shall organize periodic training programmes for statutory authorities, appellate authorities, Nodal Officers/ Readers and other concerned officials regarding the provisions of the relevant Acts/Rules, drafting of speaking orders and important judicial pronouncements so as to ensure uniform implementation of this SOP.
 18. The Administrative Departments may prepare and circulate appropriate checklists for use by the statutory authorities and Nodal Officers to facilitate compliance with this SOP and to ensure uniformity in the disposal of applications and appeals.
 19. The authorities shall submit reports to the respective Administrative Secretaries regarding cases disposed of by them by following the provisions of the applicable Acts/Rules, this SOP and other instructions issued by the Government from time to time. The report shall be submitted on a quarterly basis.
 20. The Administrative Departments shall periodically review compliance with this SOP on the basis of the quarterly reports submitted by the statutory authorities. Where any authority fails to comply with the provisions of the applicable Act/Rules or this SOP, resulting in avoidable litigation and violation of the principles of natural justice, the Administrative Department may consider taking appropriate disciplinary action in accordance with the applicable service Rules and Government instructions.
 21. This SOP may be reviewed by the Government from time to time in the light of amendments in law, judicial pronouncements and administrative experience. Suggestions received from the concerned statutory authorities and Administrative Departments may also be considered for improving the effectiveness of this SOP.
 22. This SOP shall be brought to the notice of all the concerned for strict compliance. Any lapse on part of the concerned person shall be viewed seriously and action will be taken against the erring officer(s)/official(s) in accordance with the Rules.
- This issue with the approval of Competent Authority.


Superintendent Home -III
for Additional Chief Secretary to Government, Haryana
Home Department

List of DFSC's/DFSO's

(As on 10.07.2026)

Distt.	Name S/Shri/Smt.	Mobile No.
Ambala	Jitesh Goyal, DFSC (Addl. Charge of DFSC)	86850-07327
Bhiwani	Apar Tiwari, DFSC Pardeep Kumar, DFSC	80526-95954 94160-81139 83071-89973
Charkhi Dadri	Neetu, DFSC Sanjeev, DFSC	94665-33303 88844-43824
Faridabad	Kavita, DFSC	95995-61865
Fatehabad	Kushal Pal Bura, DFSC Anuradha Jangra, DFSC	94163-53611 92152-10466
Gurugram	K.K. Goyal, DFSC	70159-63191
Hansi	Anuradha Jangra, DFSC (Addl. Charge of DFSC)	92152-10466
Hisar	Amit Kumar, DFSC (Addl. Charge of DFSC)	93926-35297 87086-00841
Jhajjar	Aditya Kaushik, DFSC(DDO Powers)	80526-95954 87500-22722
Jind	Rajesh Kumar Arya, DFSC (Addl. Charge of DFSC)	94162-89982
Kaithal	Varinder Singh, DFSC Jitesh Goyal, DFSC	98962-17485 86850-07327
Karnal	Mukesh, DFSC	94678-29949
Kurukshetra	Naresh Kumar, DFSC	87088-96839
Mewat	Seema Sharma, DFSC	89014-06267
Narnaul	Savitri Bai, DFSC	78384-73855
Panchkula	Jatin Mittal, DFSC	98153-11252
Panipat	Manisha Mehra DFSC(Addl. Charge) Divya, DFSC	79849-22157 79849-22157
Palwal	Sh. Sourav Choyal, DFSC (DDO Powers) Zainav Khatoon, DFSC	88824-76353 80105-12732
Rewari	Nitish Kumar Singla, DFSC Pardeep Kumar, DFSC (Additional Charge)	94170-06344 94160-81139 83071-89973
Rohtak	Manisha Mehra, DFSC Vinit Kumar Jain, DFSC	98133-85877 94672-47444
Sirsa	Harveer, DFSC	88160-74254
Sonepat	Vacant	
Y. Nagar	Nitish Kumar Singla, DFSC (Additional Charge)	94170-06344