



No. Admn/268/ISIT/1238

Chandigarh, Dated, the 12/01/2026

From

Additional Chief Secretary to the Government of Haryana
Citizen Resources Information Department (CRID)

To

All the Administrative Secretaries to Government, Haryana

Subject: Regarding- Request for Data from Antyodaya Saral Portal & Auto Appeal System, Haryana -D.O. Letter received from the Director General, National Center for Good Governance, DARPG, GOI.

Sir/Madam,

I am directed to forward herewith D.O. NO. 249/DG-NCGC/2025 dated 4th December 2025 (Copy enclosed) received from Sh. Surendra Kumar Bagde, IAS, Director General, National Centre for Good Governance (NCGG), Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions, New Delhi, Government of India, regarding the subject cited above.

In this regard, you are requested to kindly provide your inputs/comments, if any, with respect to the confidentiality and legal encumbrances pertaining to your departmental data under reference, prior to sharing the same with the NC GG, Government of India.

Further, Sh. Kamleshwar Keshri, Consultant, CRID-IT (M: 09752169539, email- kamleshwer.crid@hry.gov.in) may be contacted for any assistance in this regard.

Director (Administration) IT
for Additional Chief Secretary to Government of Haryana
Citizen Resources Information Department (CRID)

A copy is forwarded to the following:

- PS to W' ACS CRID, Haryana for kind information to the W' ACS CRID, Haryana.
- Secretary to SSIT, for kind information to SSIT, Haryana
- Addl. CITO, CRID-IT

डॉ. सुरेंद्रकुमार बागडे, आई.ए.एस.

महानिदेशक

Dr. Surendrakumar Bagde, IAS

Director General



राष्ट्रीय सुशासन केन्द्र

प्रशासनिक सुधार और लोक शिकायत विभाग

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

(भारत सरकार)

NATIONAL CENTRE FOR GOOD GOVERNANCE

Department of Administrative Reforms & Public Grievances

Ministry of Personnel, Public Grievances & Pensions

(Government of India)

Pl. p.u.
14/12/2025
14/12/2025
D.O. No.249/DG-NCGG/2025

Dated: 04.12.2025

Dear Sir,

The National Centre for Good Governance (NCGG) is an autonomous Institution under the aegis of Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions, New Delhi. NCGG's primary mandate is to focus on action research, studies and capacity building in the areas of public policy and governance at both national & international levels.

2. NCGG is conducting a study on the Right to Services (RTS) Act beginning with three states – Haryana, Madhya Pradesh, and Maharashtra. The objective of the study is to assess the impact of the RTS Acts in ensuring timely delivery of public services by minimizing delays, and to examine how the onboarding of services onto online or unified portals influences service delivery timelines.

3. In this regard, your kind support is requested in sharing the micro level applicant data of Antyodaya Saral Portal and Auto Appeal System (AAS) of Haryana Right to Service Commission, as outlined in Information Request Sheet (copy enclosed). All data shared during this collaboration will remain strictly confidential and anonymous. No personally or institutionally identifiable information will be published. Only aggregated data will be used in the preparation of study reports, policy briefs, research papers, and similar outputs.

With regards,

Encl: As above

Yours sincerely,

(Surendrakumar Bagde)

Shri Anurag Rastogi,
Chief Secretary,
Govt. of Haryana,
Email: cs@hry.nic.in

Information Request Sheet

| Antyodaya SARAL | |
|--------------------------|---|
| Sl. No. | Attributes/Data fields |
| 1 | Application Ref No |
| 2 | Application Date Time |
| 3 | District |
| 4 | Block |
| 5 | PIN Code |
| 6 | Village |
| 7 | Region (Urban Rural) |
| 8 | Applicant Family Details |
| 9 | Action Date |
| 10 | Action Taken By |
| 11 | Application Current Status |
| 12 | Certificate Issued Date |
| 13 | Service ID |
| 14 | Service Name |
| 15 | Department Name |
| 16 | Department ID |
| 17 | Service Due date |
| Auto Appeal System (AAS) | |
| Sl. No. | Attributes/Data fields |
| 1 | Appeal Reference Id |
| 2 | Date of Appeal |
| 3 | Department related to the appeal |
| 4 | Service related to the appeal |
| 5 | Application reference number for which the appeal has been raised |
| 6 | Date of Application |
| 7 | RTS Due Date |
| 12 | District |
| 13 | Authority to which the appeal has been escalated/filed |
| 14 | Latest Action taken on the appeal |
| 15 | Appeal Filing Mode (Auto, Self, Helpline) |
| 16 | Reason for filing the appeal |
| 17 | Date of the hearing of the appeal (If called for Hearing) |
| 20 | Appeal filed by User |
| 21 | Date and Time of Appeal generation |
| 22 | User who last took action on the appeal |
| 23 | Date and time of the last update |
| 24 | Whether a fine/compensation is imposed/given |
| 25 | Authority who has imposed the penalty |
| 26 | Respondent on whom the penalty has been imposed |
| 27 | Amount of penalty/fine imposed, if any |
| 28 | Amount of compensation awarded to the appellant, if any |
| 29 | Replies by DO/authorities/citizens, if any |
| 30 | Relevant documents related to Interim Order, Final Judgement, Replies etc |
| 31 | Designated Officer(DO) of the appeal |
| 32 | First Grievance Redressal Authority (FGRA) of the appeal |
| 33 | Second Grievance Redressal Authority (SGRA) of the appeal |
| 34 | Target date of First Grievance Redressal Authority (FGRA) |
| 35 | Target date of Second Grievance Redressal Authority (SGRA) |