



HARYANA RIGHT TO SERVICE COMMISSION  
S.C.O. No. 38 & 39 (2<sup>nd</sup> FLOOR), SECTOR 17-A, CHANDIGARH-160017  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) Telephone: 0172-2711050

File No. HRTSC/ File no. 103/SM-172/2943

Dated: 18.07.2022

To

Sh. Amit Kumar, HCS,  
Estate Officer, HSVP, Faridabad, Haryana.  
E-mail: [eofbd12@gmail.com](mailto:eofbd12@gmail.com)

**Subject:** - Regarding Suo-moto notice no. HRTSC/ File no. 103/SM-172/1713 dated 29.04.2022.

I am directed to forward herewith a copy of the order dated 15.07.2022 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance.

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

Encl: as above.



*S Khan*

(Sube Khan)

Under Secretary-cum-Registrar  
For Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. HRTSC/ File no. 103/SM-172/2943

Dated: 18.07.2022

A copy of the above is forwarded to Sh. Dhanvir Goyal (Complainant) for information.

*S Khan*

(Sube Khan)

Under Secretary-cum-Registrar  
For Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)



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### Interim Orders

(In respect of **Suo Moto notice no. HRTSC/ File no.103/SM 172/1713 dated 29.04.2022** issued to Sh. Amit Kumar, HCS, Estate Officer, HSVP, Faridabad)

1. The present orders are being passed in continuation of the Interim Orders of the Commission dated 07.06.2022 in this case.
2. The Respondent vide memo no. 5222 dated 20.06.2022 has submitted that the date is updated successfully in the PPM and further as per email dated 23.05.2022 received from helpdesk, the BPMS data is also updated. However, the complainant had submitted vide emails dated 30.06.2022, 06.07.2022 07.07.2022 and 08.07.2022 that he is still unable to submit his application for sanction of building plan from the designated portal. The matter was analyzed in detail by the Commission and it was observed that the data in the PPM is inconsistent with the actual plot details including number of the plot. The plot number as per the allotment letter and HSVP record is 167 in Sector-7 but actually it is a corner plot on the ground and has been designated as 167P in the BPMS portal. When the allottee applies for approval of building plan with plot number as 167, the software [oabp.hsvphry.org.in](http://oabp.hsvphry.org.in) does not pick up plot no. 167 and picks up only 167P. However, in the PPM data, this plot is designated as plot no. 167 and therefore, every time the allottee applies for approval of building plan, a message crops in "plot does not exist in PPM". This inconsistency has caused grave hardships to the allottee



in the manner that he is restricted from applying for various other notified services including the building plan approval.

3. The Commission, therefore, hereby directs the Respondent Sh. Amit Kumar, HCS, Estate Officer, HSVP, Faridabad to get these inconsistencies in the software regarding the complainant's plot rectified and submit an action taken report by 30.07.2022. CA, HSVP is also directed to look into such anomalies where because of the software issues, the delivery of notified services to the applicants are being badly delayed. He is also directed to take necessary action on the reference of EO, HSVP, Faridabad in this case within 3 days of receipt so as to provide notified service to the applicant which has already been badly delayed and also enable EO, HSVP, Faridabad to send the required report to the Commission.

15<sup>th</sup> July, 2022

