



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

**HRTSC/File no.106/SM-176/4082**  
To

**Dated 27.09.2022**

Sh. Ajit Balaji Joshi, IAS,  
Chief Administrator,  
Haryana Shehri Vikas Pradhikaran.

**Subject:** - Final order regarding Suo-moto notice no. HRTSC/ File no.106/SM-176/1816 dated 09.05.2022.

*Sir,*

I am directed to forward herewith a copy of the order dated 22.09.2022 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.



*Sube 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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**Final Orders**

**In respect of Suo Moto notice no. HRTSC/File No. 106/HRTSC/HSVP-176/1816 dated 09.05.2022 issued to Sh Ajit Balaji Joshi IAS, Chief Administrator, HSVP, Panchkula**

1. This is a classic case of gross negligence in the implementation of the State Consumer Disputes Redressal Commission's orders which had been accepted by the then Chief Administrator, HUDA for implementation, that has not only caused undue delay in the delivery of a notified service but has become the cause of further hardship to the aggrieved instead of providing the needed relief.
2. Coming to the detailed facts of the case, Smt. Santosh Kumari, C/o Mahender Hans, House no. 1846, Sector 13, Bhiwani had submitted a complaint vide e-mail dated 24.02.2022 stating that she is the owner of the Plot No. 149 P, Sector-23, Bhiwani and had received a No Dues Certificate on 26.08.2013. In this matter, the order had already been passed by the State Consumer Disputes Redressal Commission, Haryana Panchkula on 11.02.2009 where the order dated 15.01.2008 of the District Consumer Disputes Redressal Forum (DCDRF) regarding providing relief to the complainant was upheld. After the implementation of the decision of the State Consumer Disputes Redressal Commission, she had deposited all the installments and extension fee of the above said plot and had requested HSVP to add the requisite waiver in the PPM and issue a fresh No Dues Certificate on 31.05.2019, so that she could apply for further notified services. But despite a lapse of more than 2 years, no endeavor was made by HSVP to redress the grievance. She had sent multiple emails to the Estate Officer, HSVP, Bhiwani but there was no response in this matter. It was also learnt via the Estate Officer's response to the CM Window complaint lodged by Smt. Santosh Kumari dated 29.01.2020 that he had sent the case to IT Cell, HSVP, Panchkula through the data correction system on 04.12.20 but the issue remained unresolved even then.
3. Taking cognizance of the issue as it is a **notified service at Serial No. 29, namely No Dues Certificate, for which notified period is 03 days,** a letter dated 02.03.2022 followed by reminder dated 31.03.2022 were sent to the Chief Administrator, HSVP to take cognizance of the pendency at the level of IT Cell, HSVP and furnish action taken/status report regarding the same to the Commission by 11.04.2022. In response, Memo no. 51312 dated 31.03.2022 was received from the office of the Chief Administrator, HSVP vide which it was requested to grant 15 days to file the action taken report. Since no report, as solicited by the Commission was submitted in the next 15 days even after