



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.119/SM-214 /230

Dated: 17.01.2023

To

Sh. Gagandeep Singh, HCS,  
Estate Officer, HSVP,  
Panchkula, Haryana.

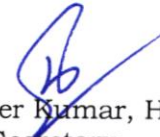
**Subject: -** Final orders regarding Suo-moto notice no. HRTSC/ File no.119/SM-214/2495 dated 17.06.2022.

I am directed to forward herewith a copy of the order dated 16.01.2023 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.

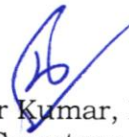


  
(Hitender Kumar, HCS)  
Secretary  
For Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. HRTSC/ File no.119/SM-214 /231

Dated: 17.01.2023

A copy of the above is forwarded to Sh. Deepak Kumar (Complainant) for information.

  
(Hitender Kumar, HCS)  
Secretary  
For Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)



**HARYANA RIGHT TO SERVICE COMMISSION**  
**S.C.O. No. 38 & 39 (2<sup>nd</sup> FLOOR), SECTOR 17-A, CHANDIGARH-160017**  
**Website: [www.haryana-rtsc.gov.in](http://www.haryana-rtsc.gov.in) Telephone: 0172-2711050**

**Final Orders**

**In respect of Suo Moto notice no. HRTSC/File No. 119/SM-214/2495 dated 17.06.2022 issued to Sh. Gagandeep Kumar, HCS, Estate Officer, HSVP, Panchkula**

1. Sh. Deepak Kumar had submitted a complaint vide e-mail dated 09.05.2022 that he had bought a plot in auction (Plot no-141, Sector-28, Panchkula) and had made all the payments but his plot was shown as cancelled. On enquiring, he was asked to submit a written application to correct the same. Accordingly, he made the application to the Estate Officer, HSVP, Panchkula on 05.04.2022 but no action was taken, causing inconvenience and hardship to the complainant as he was unable to proceed further without NOC and allotment letter. Taking cognizance of the issue, as it is a notified service under Haryana Right to Service Act, 2014 at Sr. No. 4 namely, "Issuance of Allotment Letter", for which the notified period is 4 days, a letter no. HRTSC/Comp-130/HSVP/2022/1929 dated 13.05.2022 followed by reminder dated 08.06.2022 were sent to the Estate Officer, HSVP, Panchkula, Haryana to take cognizance of the issue and send a report in this regard to the Commission by 02.06.2022 and 23.06.2022 respectively. In reference, a memo dated 08.06.2022 was received from EO, HSVP, Panchkula vide which it was informed that allotment letter had been issued to the applicant on 03.06.2022.

It was observed by the Commission that there was a significant delay on the part of the Estate Officer in issuing this allotment letter even though LOI after auction was issued on 15.12.2021 and the allottee complied with the conditions. Thus, a suo moto notice vide letter dated 17.06.2022 was issued to Sh. Gagandeep Singh, HCS, Estate Officer, HSVP, Panchkula, Haryana for delay in delivering timely services under Haryana Right to Service Act, 2014, to ascertain the reasons for delay in delivery of services and further to decide whether any action for imposition of penalty / recommendation of departmental action was called for.

2. In response to the same, a letter dated 22.06.2022 was received from the Respondent, Estate Officer, HSVP, Panchkula wherein it was stated that the complainant had submitted the payment in the wrong head due to which the plot status got cancelled. Thus, the issue was on the part of the complainant due to which the allotment letter could not be issued. Further, it was also stated that post the complainant's submission received vide diary no 73606 dated 11.05.2022, the file was processed for correction of payment head from HQ (IT Cell and Chief Controller of Finance, HSVP) and after necessary correction of data in the system, the allotment letter dated 03.06.2022 was issued to the complainant. After careful

