



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.

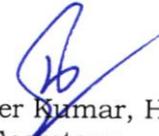
**Subject:** - Final orders regarding Suo-moto notice no. HRTSC/ File no.119/SM-214/2495 dated 17.06.2022.

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.

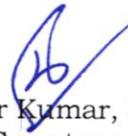


  
(Hitender Kumar, HCS)  
Secretary  
For Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

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)



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**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



perusal of the same, the Commission noted that the allotment letter was issued within 14 working days (RTS time limit being 15 days for the same) and thus, the suo-moto notice issued to the Respondent was filed vide letter dated 14.07.2022.

3. However, the complainant submitted a rejoinder vide email dated 01.08.2022, that his plot status had again gotten cancelled due to which he was unable to avail any further notified services of HSVP. It was also stated that the application had also been submitted on 05.04.2022 vide diary number 52496 for the issuance of allotment letter and removal of discrepancy. However, action was taken much later upon the same. Taking note of the cancelled status of the complainant's plot, the Commission again sought a report from the Respondent, Estate Officer, HSVP, Panchkula vide letter dated 24.08.2022. In response, a letter dated 31.08.2022 was received from the Respondent wherein it was again stated that the plot status had been updated to allotted instead of cancelled and other services such as execution of conveyance deed had also been delivered to the complainant. The submissions of the Respondent were again contested by the complainant vide email dated 05.09.2022 on the grounds of early cancellation of the plot before due date, delay in availing notified services due to cancellation which ended up causing financial implications to the complainant and the Respondent's competence to get the status of wrong head payment updated at his own level, as per instructions dated 29.12.2021. Hence, the same were forwarded to the Respondent for cognizance vide letter dated 16.09.2022 followed by reminder dated 12.10.2022. In response, the earlier letter dated 31.08.2022 was again forwarded to the Commission by the Respondent vide email dated 12.10.2022 without taking any further cognizance of the issues highlighted by the complainant. Hence, a notice for a hearing dated 21.10.2022 at 11:30 am before the Commission was issued to the Respondent vide letter dated 17.10.2022.

4. Following this, a response vide letter dated 21.10.2022 was received from the Respondent and the hearing dated 21.10.2022 was attended by the Respondent, Sh. Gagandeep Kumar, HCS, EO, HSVP, Panchkula and the complainant Sh. Deepak Kumar through Video Conferencing. It was stated by the complainant that the plot status had now been updated to allotted from cancelled after the Commission's intervention in the matter again. However, his earlier submissions regarding the delay in the matter were reiterated by him again. It was stated by the Respondent that the complainant's matter was taken on priority basis by the Estate Office and his issues were resolved in due time. It was also stated that the Chief IT Officer was the competent authority to correct the status of the cancelled plot. Regarding the process followed for updation of plot cancellation, it was again submitted that the same was due to the payments being reflected in the wrong head and that it can only be done once a request in the matter is escalated to the HQ from the side of the Estate Officer via the PPM correction module. At the same

time, the submission regarding the complainant's letter vide diary dated 05.04.2022 was contested by the Respondent. It was also submitted that the concerned Junior Engineer had visited the site of the complainant's plot and made relevant submissions, post which construction can be raised by the complainant and further notified services can be availed.

5. The Commission has considered all the facts and the circumstances of the case and observes a slight delay in the matter in taking cognizance of the initial complaint. However, the matter was taken up pro-actively upon the second submission and the matter was resolved. Regarding the plot cancellation, the Commission notes that vide instructions dated 21.12.2021, it was clearly clarified by the HSVP HQs that the competent authority for the updation in such cases would be the concerned Estate Officer. Hence, the Respondent's submission that the Chief IT Officer is the appropriate authority for the same lacks due diligence. However, it is also pertinent to note that post the approval of the Estate Officer who is the competent authority in the matter, the correction request is to be escalated to the HQs for PPM correction. In light of the above, the Commission is condoning the slight delay in the matter with an advice to the Respondent to conduct proper due-diligence and ensure timely communication while responding to any queries from the Commission or citizens regarding matters pertaining to the notified services.

With these orders, the Suo-Moto Notice issued to the Respondent is hereby disposed off.

January 16<sup>th</sup>, 2023

