

**Chandigarh Right to Service Commission**  
(Chandigarh Administration)  
Nagar Yojana Bhavan, C- Wing, Sector 18-A, Madhya Marg, Chandigarh -160018  
Phone No. 0172-2700018, email – chd.rtsc@chd.nic.in  
website: rtsc.chd.gov.in

No. PS/CRTSC/2023/244-248

Dated: - 14-11-2023

Petition No. 76 of 2023

**Ms. Poonam Jamwal**

**Vs.**

**Branch Incharge (Registration) -cum-Designated Officer**  
(under the Right to Service Act), office of the Registering & Licensing  
Authority UT Chandigarh

**ORDER**

Ms. Poonam Jamwal had filed a complaint/petition dated 23.10.2023,  
the extract of which is as under:

*"I had applied for transfer of ownership of my Vehicle bearing  
No. CH01BB2279 vide Application No. CH230727V0922530 on  
3<sup>rd</sup> of August.*

*I have submitted all required documents by uploading them on  
Parivahan Seva Portal.*

*However, after 14<sup>th</sup> August, 2023 no officer has carried the  
process further (Verification Not Started) and it is showing  
online that document verification is pending since 14<sup>th</sup> August,  
2023.*

*Screen Shot of the same is attached herewith for your kind  
reference.*

*I have also paid the requisite fee, the receipt of the same is  
also attached herewith."*

2. Whereas, as per Sr. No. 78 of the list of Public Services notified by the Chandigarh Administration vide Notification No. 28/67/1-IH(11)-2022/3946 dated 08.03.2023, {'Transfer of ownership of vehicle within state.....'}, this service is required to be provided to any applicant by the Designated Officer within a period of 10 working days from the date of submission of application by the applicant, but the Branch Incharge (Registration)-cum-Designated Officer (under the Right to Service Act), office of the Registering & Licensing Authority, U.T., Chandigarh has failed to provide the



said service to the applicant within the stipulated time limit, as alleged by the applicant.

3. Therefore, the undersigned being Chief Commissioner of the Chandigarh Right to Service Commission, by taking suo moto action under Section 17 (1) (b) of the Punjab Right to Service Act 2011, called upon the Designated Officer to Show Cause as to why penal action should not be taken against him under Section 2(h) of the Punjab Right to Service (Amendment) Act 2014, as extended to the Union Territory of Chandigarh vide Show Cause Notice bearing No. PS/CRTSC/2023/238-240, dated 26.10.2023. He was also directed to appear (in person) before the undersigned on 9<sup>th</sup> November, 2023 at 11.00 am alongwith complete record of the case as well as reply to the notice.

4. The case was heard on 09.11.2023. Ms. Poonam Jamwal, the applicant and Sh. Jose George, the Designated Officer were present. The Designated Officer submitted a written reply to the Show Cause Notice which was taken on record.

5. In his written reply the Designated Officer himself has stated that initially the applicant submitted application on 27.07.2023 for transfer of ownership of her vehicle bearing No. CH01BB 2279. He has further stated that the process of verification of the application was done on 23.10.2023 and discrepancies in the documents were found and the following objections were raised:-

| Sr. No | Objections raised  | Date of objection raised |
|--------|--|--------------------------|
| 1      | Purchaser (Himachal Pradesh) HP address in seller purchaser undertaking clarify seller original signature on documents | 23-oct-2023 11:56:58     |
| 2      | Seller and purchaser self attested photo on undertaking  | 02-nov-2023 12:05:39     |
| 3      | Upload seller undertaking not self declaration   | 07-nov-2023 11:03:35     |

6. The Designated Officer has further stated in his reply that the applicant has not uploaded the requisite above said documents till date (08.11.2023), and thus

the office has again raised reminder to the applicant on 07.11.2023, but the same is still pending at her level.

7. From the above, it is apparent that initially the Designated Officer has not paid any heed to the request of the applicant for 58 working days and this lapse on his part is viewed seriously by the Commission.

8. During the course of hearing, the applicant has stated that the office of Registering and Licensing Authority is in the habit of putting objections in piecemeal and also sit over the files without any cogent reason. The Designated Officer has failed to rebut the version of the applicant.

9. The undersigned has gone through the documents available in the file and has considered the verbal submissions made by both the parties and has further come to the conclusion that there is an unjustified delay on the part of the Designated Officer in providing the service to the applicant within the stipulated time limit i.e. within ten working days from the submission of the application. The objections if any, should have been raised during this period only. However, the Designated Officer has not acted on the application and responded after a lapse of 58 working days i.e. on 23.10.2023, which is against the spirit of Right to Service Act and is unacceptable.


10. In view of the above, the undersigned is of the view that ends of the justice would be met, if a suitable penalty under the provisions of the Act ibid is imposed upon the Designated Officer for not performing duties within the stipulated time limit. Accordingly, keeping in view the pendency on his part, the undersigned, being Chief Commissioner of the Chandigarh Right to Service Commission, hereby imposes a penalty of Rs. 10,000/- (Rupees Ten thousand only) upon Sh. Jose George, Branch Incharge(Registration)-cum-Designated Officer (under the Right to Service Act), office of the Registering and Licensing Authority, UT Chandigarh.

11. The Deputy Commissioner, Union Territory Chandigarh, is directed to recover the amount of penalty i.e. Rs. 10,000/- (Rupees Ten thousand only) from Sh. Jose George, Branch Incharge (Registration)-cum-Designated Officer office of the Registering and Licensing Authority, UT Chandigarh as per provisions of Rule 12 of the Chandigarh Right to Service Rules, 2019 as notified by Chandigarh Administration vide Notification No. 28/67/1-IH(11)-2019/15461 dated 11.10.2019,



from his (Designated Officer's) next salary and deposit the same in the receipt head of the Union Territory Chandigarh and send a copy thereof to the Chandigarh Right to Service Commission.

Orders accordingly.



Arun Kumar  
Chief Commissioner


To

Sh. Jose George  
Branch Incharge (Registration)-cum-  
Designated Officer  
(under the Right to Service Act)  
o/o Registering & Licensing Authority  
UT Chandigarh

O/c

Copy is forwarded for information and necessary action to:-

1. The Secretary Transport-cum-Second Appellate Authority (under the Right to Service Act), UT, Chandigarh
2. The Deputy Commissioner, UT Chandigarh, as the salary of the official is being drawn from his office.
3. Registering & Licensing Authority (RLA)-cum-First Appellate Authority (under the Right to Service Act), U.T. Chandigarh
4. Ms. Poonam Jamwal.....through e-mail

  
4:30 PM  
14/11/23

  
14/11/23