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/2025/ 168 **Dated: -** 19/08/25

Petition No. 22 of 2025-2026

Shri Paramjeet Singh

Vs.

Branch Incharge-cum-Designated Officer (under the Right to Service Act), office of Estate Officer, UT Chandigarh.

ORDER

Whereas, a complaint/application has been received in the Chandigarh Right to Service Commission on 03.06.2025, from Shri Paramjeet Singh, in which he has stated as under:-

> ***"Myself Mr. Paramjeet Singh owner house no 4025 Sec 46 D Chandigarh senior citizen aged 75 years. For the last 04 years I have going from pillar to post for getting the details of extension amount I have to deposit in the estate office Chandigarh for my above house, every time I have to come back with no results, I was allotted the house on 01/06/1982, building plan was approved on 2005, building was constructed on 2006, after that I was told that new rates for approval will come and we will let you know, then I again started requisition estate office people that let me know the extension amount I am ready to deposit but no response, my electricity meter connection was also installed on 08.12.2008, I have submitted all documents to Estate Office, but I am really surprised that I am ready to pay extension charges, but Estate Office people are not ready to let me know, I am already 75 years old, I do not know if in my life-time I will get my extension fee submitted or not, this is the position of Estate Office, UT, Chandigarh, where they do not care even of old age people like us.***
>
> ***So You are requested to deal in this matter and help me in getting the extension charges calculated so that I can deposit them, I will be very grateful to you".***

2. As per Sr. No. 55 of the list of Public Services, **'Calculation and Intimation of Pending Dues'** was required to be provided to the applicant **within a period of 35 working days** from the date of submission of application. In the instant case, as stated by the applicant, he had submitted application in the Estate Office four years ago, but the Designated Officer (under the Right to Service Act) failed to provide the service to the applicant within the stipulated time-limit, even till the date of submission of application in the Commission i.e. by 03.06.2025.

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, as extended to the Union Territory of Chandigarh, 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 Suo Moto Notice bearing No. PS/CRTSC/2025/99-102, dated 13.06.2025. He was also directed to appear before the undersigned on 19th June, 2025 alongwith complete record of the case as well as reply to the notice.

4. The case was heard on 19.06.2025. Shri Paramjeet Singh, the applicant and Sh. Gurbachan Singh, Branch Incharge-cum-Designated Officer, Estate Office, UT, Chandigarh were present. The Designated Officer submitted his written reply to the Show Cause Notice, which was taken on record. He also stated that the delay has occurred on the part of various officials of the Estate Office. He further stated that now the service has been provided to the applicant. This fact was also admitted by the applicant.

5. In view of the above, the Designated Officer was directed to supply a photocopy of the relevant noting sheets to ascertain the names/designations of the officials on whose part the delay occurred in providing the service to the applicant. On the basis of the copies of noting sheets subsequently made available by the Designated Officer to the Commission, it was found that Ms. Rajbir Kaur, Senior Assistant/Accountant, was responsible for 41 days of delay (on different occasions) in supplying the requisite information/putting up the file to the Designated Officer, which led to a considerable delay in providing the service to the applicant by the Designated Officer. This lapse on the part of Ms. Rajbir Kaur, Senior Assistant/Accountant was viewed seriously by the Commission, it being against the spirit of the Right to Service Act.

6. 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, as extended to the Union Territory of Chandigarh, called upon the said Ms. Rajbir Kaur, Senior Assistant/Accountant of the Estate Office, UT, Chandigarh to Show Cause as to why penal action should not be taken against her under Section 2(h) of the Punjab Right to Service (Amendment) Act 2014, as extended to the Union Territory of Chandigarh vide Suo Moto Notice bearing No. PS/CRTSC/2025/131-134, dated 03.07.2025. She was also directed to appear before the undersigned on 11th July, 2025 alongwith complete record of the case as well as reply to the notice.

7. The case was heard on 11.07.2025. Shri Paramjeet Singh, the applicant and Ms. Rajbir Kaur, Senior Assistant/Accountant were present. Ms. Rajbir Kaur submitted her written reply to the Show Cause Notice, which was taken on record. The relevant extract of the reply submitted by Ms. Rajbir Kaur, is mentioned below:

> "It is pertinent to mention that said applications stand marked to the then Accountant but the prevailing circumstances of that time represents that the official to whom the said application submitted, has furnished resignation. After that the task/file has been assigned to the undersigned on 01.10.2024 (DFA put by R.K. on 07.10.2024 and submitted to B.I on 08.10.2024 which was signed by the B.I. on 14.10.2024 and said DFA dispatched on 16.10.2024) and as per due procedure clearance from SDO (Buildings) stand required prior to communicating the actual report of dues and extension to the applicant, which was received from SDO (B) office on dated 04.11.2024 after numerous communications and submitted by the then RK on 13.11.2024 (after despatch date i.e. 16.10.2024). But the same was also found incomplete for want of certain documents. It is also emphasized in addition to the said task undersigned is already holding task of accountant in respect of another two branches i.e. Milk Colony, Dhanas and Motor Markets due to shortage of manpower. It is also worthwhile to say that priorities kept on online application rather than offline applications; still presumptive attention is given to the said case being residential property. Further, it is emphasized that due to medical conditions undersigned remain under medical treatment and on leave till 30.06.2025 (Delivery date due in the first week of August 2025 therefore treatment card also enclosed) as such the dealing of said case moved to another accountant and has been dealt accordingly till finality of issue".

8. The above statement of Ms. Rajbir Kaur, Senior Assistant/Accountant is general in nature mentioning that there was shortage of staff and she was holding charge of two/three branches and also remained on sick leave. She failed to produce any document showing that she had written to higher authorities pointing out that due to her holding of work of more branches, the work on her seats, is getting delayed. Therefore, the above said statement of the official cannot absolve her from the unnecessary delay on her part in providing the service to the applicant.

9. In view of the above, a delay of 41 days has been established on the part of Ms. Rajbir Kaur, Senior Assistant/Accountant, Estate Office, UT. Chandigarh. Therefore, as per provisions of Section 2 (h) of the Punjab Right to Service (Amendment) Act, 2014, as extended to the Union Territory of Chandigarh, the

undersigned holds Ms. Rajbir Kaur, Senior Assistant/Accountant office of Estate Officer, UT, Chandigarh guilty of not taking in time action in the matter due to which the service could not be provided to the applicant within the stipulated time-limit, and therefore, the purpose of Right to Service Act for which it is enacted, has been defeated. Accordingly, to meet with the requirements of justice, I, being the Chief Commissioner, Chandigarh Right to Service Commission, hereby, impose a penalty of Rs. 1500/- on the abovesaid Ms. Rajbir Kaur, Senior Assistant/Accountant office of Estate Officer, UT, Chandigarh. Out of the above mentioned amount of penalty, 50% is ordered to be paid to the applicant, Shri Paramjeet Singh.

Dr. Mahavir Singh, IAS (Retd)
Chief Commissioner

To

Ms. Rajbir Kaur
Senior Assistant/Accountant
Estate Office, UT Chandigarh

(Resident of House No. 876-B,
Sector 56, Chandigarh)

Copy is forwarded for information and necessary action to:-

1. Sh. Nishant Kumar Yadav, IAS, Estate Officer-cum-Second Appellate Authority (under the Right to Service Act), UT, Chandigarh; for recovery of penalty from the above said official namely Ms. Rajbir Kaur, Senior Assistant/Accountant, Estate Office, UT, Chandigarh, he may refer to Rule 12 of the Chandigarh Right to Service Rules, 2019 as notified vide Notification No. 28/67/1-IH(11)-2019/15461 dated 11.10.2019
2. Shri Naveen Rattu, DANICS, Assistant Estate Officer-cum-First Appellate Authority (under the Right to Service Act, UT, Chandigarh;
3. Shri Paramjeet Singh, House No. 4025, Sector 46-D, Chandigarh for information.