

Chandigarh Right to Service Commission

(Chandigarh Administration)

Nagar Yojana Bhavan, C- Wing, Sector 18-A, Madhya Marg, Chandigarh -
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rtsc.chd.gov.in

No. PS/CRTSC/2025/170

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, 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 photo copies of noting sheets made available by the Designated Officer to the Commission, it was found that Ms. Sonal Bujahi, Accountant, was responsible for 48 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. Sonal Bujahi, 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, called upon the said Ms. Sonal Bujahi, 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/2025/139-142, 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 Paramjit Singh, the applicant and Ms. Sonal Bujahi, Accountant were present. Ms. Sonal Bujahi, submitted her written reply to the Show Cause Notice, which was taken on record. The relevant extract of her reply is mentioned below:

"It is pertinent to mention that said file was marked to the then Accountant by the SO (Audit) on 19.03.2025 to clear some observations. The then accountant also took VRS. Thereafter undersigned was assigned the charge of accountant of this branch (having approx. 3200 files) vide orders dated 25.04.2025 in addition to two branches i.e. Housing branch and CIA-I branch having huge work load being all files of active nature (approx 2000 files) undersigned was given files for period of approx more than one month wherein no accountant was posted in the branch and was also given pending files of the then accountant. Undersigned cleared the backlog of pending files data wise and the present case file was dealt by undersign on 03.06.2025 and since then the case file was under movement from time to time and the application was finally disposed off on 17.06.2025"

8. From the above statement of the official, it has been established that there were thousands of files (3200 in number) lying unattended on the tables of the concerned officials in the Estate Office due to one or the other reasons. Such type of tendency on the part of government officials cannot be justified that due to shortage of staff, they are holding work of more seats. This practice on the part of the government officials, is required to be curbed, so that assured service delivery can be provided to the people. By giving such type of excuses, the official : cannot justify the delay of 48 days in providing the service to the applicant. Therefore, the reply/statement of the applicant is not justified. Accordingly, she deserves penal action against her, under the provisions of the Acts ibid.

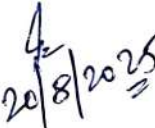
9. In view of the above, a delay of 48 days has been established on the part of Ms. Sonal Bujahi, Accountant, Estate Office, UT. Chandigarh. Therefore, as per provisions of Section 2 (h) of the Punjab Right to Service (Amendment) Act, 2014, as extended to the Union Territory of Chandigarh, I hold Ms. Sonal Bujahi, 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 has been made, 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. Sonal Bujahi, 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.


To


of


Dr. Mahavir Singh, IAS (Retd)
Chief Commissioner


20/8/2025
Ms. Sonal Bujahi
Accountant
Estate Office, UT Chandigarh

Copy is forwarded for information and necessary action to:-


20/8/2025
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. Sonal Bujahi, 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


20/8/2025
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.


20/8/2025