

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/2026/ 130-135
Petition No. 14 of 2026-2027

Dated: -20/8/26

Ms. Balwinder Kaur

Vs.

Junior Engineer -cum-Designated Officer
(under the Right to Service Act), Maintenance wing of the Civil
Engineering Department, UT, Chandigarh

ORDER

Whereas, a complaint/application dated 10.06.2026 was received in the Chandigarh Right to Service Commission from Ms. Balwinder Kaur, the extract of which is as under:-

"It is most respectfully submitted that earlier vide my application dated 30.04.2026, I brought to the notice of the Chandigarh Right to Service Commission that the Engineering Department is not taking action for renovating the above said House No. 3802, Sector 22-D, Chandigarh, for which I had already submitted application on 15.01.2026. Thereafter, I came to know that for providing the service of renovation of Government houses the time limit of 90 days has been fixed. As in my case w.e.f 15.01.2026 (the date on which the application submitted to the Executive Engineer, CP Division No. 3, Sector 16, Chandigarh) the period of 90 working days was to be completed on 01.06.2026, therefore vide my another application dated 30.04.2026 I made request to the Hon'ble Commission to allow me to withdraw my earlier application with liberty to file a fresh application after 01.06.2026, if the work of renovation is not completed by the Engineering Department by that date.

2. Respected sir, with sorrow, I inform the Hon'ble Commission that till today the renovation of above said House No. 3802, Sector 22-D, Chandigarh has not been done by the Civil Wing of Engineering Department, UT, Chandigarh.

3. Sir, briefly submitted that the above said House No. 3802, Sector 22-D, Chandigarh was allotted to me vide order bearing No. 05, dated 14.01.2026, on medical ground. I took the physical possession of the above said House No. 3802, Sector 22-D, Chandigarh on 15.01.2026 and after seeing the condition of the house that it was not in a livable condition, vide my application dated 15.01.2026, I requested the Executive Engineer, CP Division No. 3, Sector 16, Chandigarh for the renovation of the above said house. After making a number of verbal requests as well as visits to the Maintenance Booth, Sector 23, Chandigarh, now the Electrical and Public Health works have been completed. But inspite of a number of verbal requests to the concerned officials at Maintenance Booth Sector 23, (Civil Wing) Engineering Department, UT Chandigarh they are not paying any heed for completing the civil works in the above said house No. 3802, Sector 22-D, Chandigarh.

4. It is also brought to the kind notice of the Commission that I am suffering from diseases relating to lungs and kidney and therefore, my livable place is required to be neat and clean. Inspite of bringing of my

Medical condition, to the notice of the Officers of the Civil Engineering Department, UT Chandigarh they are not renovating my house.

5. *In view of the above, it is requested that necessary direction may kindly be issued to the concerned officials to the Engineering Department (Civil Wing), UT Chandigarh for renovating the above said house at the earliest so that I could be able to live in peaceful manner."*

2. As per Serial No. 5 of the list of the services of the Engineering Department notified by the Chandigarh Administration vide Notification No. 28/67/1-IH (9)-2025/16670-16673 dated 09.12.2025, the service viz.... **'Renovation of Govt. Houses'** is required to be provided to applicant within a maximum period of 90 working days from the date of submission of application. In the instant case, the petitioner submitted application on 15.01.2026 to the Executive Engineer, CP Division No.3, who is also the First Appellate Authority (under the Right to Service Act) for the renovation of government house No. 3802, Sector 22-D, Chandigarh allotted to her. But, the Designated Officer (under the Right to Service Act), failed to provide the service to the applicant within the stipulated time limit, and even till the date of submission of application in the Commission i.e. 10.06.2026, as alleged by her. Sh. Arman Singh, Sub Divisional Engineer, CP Division No. 3 also failed to perform duties in his capacity as the supervising officer of the Junior Engineer-cum-Designated Officer (under the Right to Service Act), who considerably delayed service to 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, as extended to the Union Territory of Chandigarh, called upon Shri Arman Singh, Sub Divisional Engineer, being the supervisory authority of the Junior Engineer-cum-Designated Officer (under the Right to Service Act) 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/2026/93-96 dated 23.07.2026. He was also directed to appear before the undersigned on 30th July, 2026 at 12.15 PM, alongwith complete record of the case as well as

11

reply to the notice. The applicant, Ms. Balwinder Kaur was also directed to be present in the Chandigarh Right to Service Commission on the above said date and time.

4. The case was heard on 30.07.2026 Ms. Balwinder Kaur, the applicant was present and stated that the renovation work in her Government House has not completely till today. Shri Arman Singh, Sub Divisional Engineer and Shri Mankirat Singh, Junior Engineer-cum-Designated Officer (under the Right to Service Act) were also present. Shri Arman Singh, SDE submitted unsigned papers containing the detail of events in providing the service to the applicant, which was taken on record. After hearing both the parties, the Commission adjourned the case to 07.08.2026 with the direction to the Sub Divisional Engineer, Shri Arman Singh to complete the work by fixing tiles, kitchen cabinet, wooden work and paint work etc. in the Government house of the applicant before the next date of hearing of the case.

5. The case was further heard on 07.08.2026. Ms. Balwinder Kaur, the applicant was present. Shri Arman Singh, Sub Divisional Engineer and Shri Mankirat Singh, Junior Engineer-cum-Designated Officer (under the Right to Service Act) were also present. The Sub Divisional Engineer intimated that the wooden work and tiles fixing work have been completed. He further intimated that the paint work at the outer side of house is going on and shall be completed shortly. The applicant stated that in the inner side of the house, she is carrying out the paint work on her own. The SDE stated that the allottee has made some structural changes in the door area of the kitchen by breaking wall, which may be harmful for structural safety of the building. In rebuttal, the applicant stated that after taking physical possession of the house, in question, she has not made any changes in the building. However, the applicant was directed to set right the wall/door of the kitchen, to avoid any harm to the structure of the building. The applicant agreed that she will set right the same as per the satisfaction of the Sub Divisional Engineer, though she has not made any changes, as alleged by the SDE. The SDE

U

was directed to inspect the house with regard to the setting right of the condition of the door/wall of the kitchen and provide the remaining services in the above said government house, immediately.

6. Further, on 11.08.2026, the applicant submitted an application alongwith photograph showing that the door area of the kitchen has been set right by her.

7. Further, perusal of the detail of events submitted by Shri Arman Singh, SDE, reveals that the allotment letter for execution of work to the agency was issued on 09.04.2026 where the completion date of the work was mentioned as 08.07.2026. It was alleged by SDE that on 14.05.2026 during site inspection of house, it was observed that the allottee was undertaking additional / alteration works in the house at her own level, for which notice was issued not to make structural changes in the house. The load bearing wall of the kitchen was dismantled by the allottee. Therefore, letter was issued to her vide memo No 2802735 dated 14-05-2026. It was further mentioned that the contractual agency submitted representation with office of Sub Divisional Engineer on dated 01-06-2026, wherein it was reported that the work was getting delayed due to frequent interference, obstruction, unwarranted objections, non-cooperation, harassment & discourteous behavior with labourers, and therefore, subsequently the field staff requested the allottee to allow smooth execution of the balance work in a time bound manner.

8. The above averments, when verbally stated by Shri Arman Singh, SDE during the course of hearing of the case, were contradicted by the applicant, and the SDE could not give satisfactory reply to her version.

9. Further, if the time period for completion of work mentioned by the SDE as 08.07.2026, is taken into account even then it is observed that beyond 08.07.2026, a period of 37 working days has passed, and the service in complete has not been provided to the applicant.

10. From the facts and the circumstances mentioned above, the Commission is of the considered view that unnecessary delay on the part of

V

the officials of the Engineering Department, in general and on the part of the Junior Engineer-cum-Designated Officer (under the Right to Service Act) in particular has taken place in providing service to the applicant. Had Shri Arman Singh, Sub Divisional Engineer paid any attention towards the working of his subordinate official viz. the Junior Engineer-cum-Designated Officer, the service could have been provided to the applicant within the stipulated time limit. Lack of supervision on the part of the senior officers cannot be justified, because this practice encourages the junior officials not to perform their official duties properly thereby causing delay in providing the notified service to the citizens. Therefore, as per the provisions of the Acts *ibid*, I, being the Chief Commissioner of the Chandigarh Right to Service Commission, hereby, impose a penalty of Rs. 5000/- (Rs. Five thousand only) upon Shri Arman Singh, Sub Divisional Engineer, out of which 50% is further ordered to be paid to the applicant, to curb such tendency of non performing of supervisory duties.



Dr. Mahavir Singh, IAS (Retd)
Chief Commissioner

To

Shri Arman Singh,
Sub Divisional Engineer,
CP Division No.3,
Sector 16, U.T., Chandigarh.

Copy is forwarded for information and necessary action to:-

1. The Secretary Engineering, UT, Chandigarh.
2. The Chief Engineer, UT, Chandigarh for recovery of the amount of penalty from the salary of the above said officer namely Sh. Arman Singh, Sub Divisional Engineer, CP Division No. 3 and further payment of compensation to the petitioner. In this regard, 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 and send the action taken report to the Commission.
3. The Superintending Engineer, Construction Circle-II-cum-Second Appellate Authority (under the Right to Service Act) Sector 9-D, Chandigarh,
4. The Executive Engineer, CP Division No. 3-cum-First Appellate Authority (under the Right to Service Act), Sector 16, UT Chandigarh.
5. Ms. Balwinder Kaur.