

Chandigarh Right to Service Commission

(Chandigarh Administration)

Nagar Yojana Bhavan, C- Wing, Sector 18-A, Madhya Marg, Chandigarh -160018

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No. PS/CRTSC/2026/ 136
Petition No. 14 of 2026-2027

Dated: - 25/8/26

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. In spite 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.

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 Mankirat Singh, 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/2026/97-100 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 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. Shri Arman Singh, Sub Divisional Engineer and Shri Mankirat Singh, Junior Engineer-cum-Designated Officer (under the Right to Service Act) were also present. Both of them did not submit reply to the Notice. After hearing both the parties, the Commission adjourned the case to 07.08.2026 with the direction to the SDE, Shri Arman Singh and

Shri Mankirat Singh, JE-cum-Designated Officer to complete the work by fixing tiles, kitchen cabinet, wooden work and paint work in the government house of the applicant.

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 informed that the paint work at the outer side of the house is going on and shall be completed shortly. The applicant further stated that in the inner side of the house, she is carrying out the paint work on her own. Shri Arman Singh, SDE stated that the allottee has made some structural changes in the door area of the kitchen, which may be harmful for the building. 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. The SDE was directed to inspect the house with regard to the setting right of the condition of the door of the kitchen and provide the remaining services in the above said government house, immediately.

6. During the course of hearing of the case on 30.07.2026 and 07.08.2026, Shri Mankirat Singh, Junior Engineer-cum-Designated Officer (under the Right to Service Act) did not say anything regarding the delay on his part in providing the service to the applicant and also did not submit reply to the notice. He being the Designated Officer was duty bound to get the paper formalities completed at the earliest to provide the services to the applicant within the stipulated time limit of 90 working days, but he failed to do so, which shows that he has not been paying attention towards his official duties in providing the notified services to the people of UT of Chandigarh. This lapse on his part has been viewed seriously by the Commission. Therefore, as per the provisions of the Right to Service Act, till today 67 days delay beyond the stipulated time limit of 90 working days has occurred on the part of the Junior Engineer-cum-Designated Officer (under the Right to Service Act) in providing the service to the applicant. However, 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 is, therefore, apparent that even then a period of 37 working days beyond 08.07.2026 has passed, but the service in complete has not been provided to the applicant by



Shri Mankirat Singh, Junior Engineer-cum-Designated officer (under the Right to Service Act)

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

8. From the above facts and the circumstance and 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 Mankirat Singh, Junior Engineer-cum-Designated Officer (under the Right to Service Act), out of which 50% is further ordered to be paid to the applicant, to curb such tendency of delay in providing the services to the people of UT of Chandigarh, under the Right to Service Act.


Dr. Mahavir Singh, IAS (Retd)
Chief Commissioner

To


Shri Mankirat Singh,
Junior Engineer-cum-Designated Officer
(under the Right to Service Act)
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 official namely Sh. Mankirat Singh, Junior Engineer-cum-Designated Officer, CP Division No. 3 and 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.