

Chandigarh Right to Service Commission

(Chandigarh Administration)

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No. PS/CRTSC/2026/ 120
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.

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. The above said petition of the applicant was sent to the Superintending Engineering, Construction Circle(II)-cum-Second Appellate Authority (under the Right to Service Act) vide Commission's letter No. MS/CRTSC/2026/310-311, dated 15.06.2026 for taking necessary action in the matter and sending the action taken report within a week's time to the Commission. The SE-cum-SAA failed to take action on the request of the applicant and also did not send any interim reply or the action taken report to the Commission. Accordingly, a reminder was issued on 06.07.2026 but again, no action taken report was received from the SE-cum-SAA, which showed that she willfully defied the directions of the Commission.
4. 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 Ms. Jigna K Sanghadia, Superintending Engineer, Construction Circle(II)-cum-Second Appellate Authority (under the Right to Service Act), 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/2026/85-88, dated 23.07.2026. She 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.

5. The case was heard on 30.07.2026. Ms. Balwinder Kaur, the applicant was present. Ms. Jigna K Sanghadia, Superintending Engineer, Construction Circle(II)-cum-Second Appellate Authority, did not turn up inspite of proper service of notice upon her without any intimation to the Commission. Therefore, for the willful absence, Ms. Jigna K Sanghadia, Superintending Engineer, Construction Circle(II)-cum-Second Appellate Authority was directed to explain her position for remaining willfully absent during the proceedings of the case on 30.07.2026 vide Commission's letter No. PS/CRTSC/2026/106, dated 30.07.2026. The explanation dated 04.08.2026 sent by her was taken on record by the Commission, the extract of which, is as under:-

"On 30.07.2026, being the Superintending Engineer of the concerned area, it was my official responsibility to supervise, coordinate and ensure smooth execution of the Hon'ble Governor's visit to PEC, Chandigarh, in connection with the foundation stone laying ceremony. Since the visit involved a high constitutional dignitary, my presence at the site was essential for overall supervision, coordination and immediate decision-making. Owing to these unavoidable official responsibilities, I could not leave the venue to appear before the Hon'ble Commission at the scheduled time. It is submitted that the concerned SDE Sh. Arman Singh appeared before the Hon'ble Commission on behalf of the Department and also produced the detailed reply along with relevant record/documents. My absence was neither intentional nor willful, but solely due to the discharge of my official duties in the larger public interest. I am fully committed to comply with the provisions of the Right to Service Act. I request your good self to kindly take my explanation on record and condone my absence. I assure that in future I shall ensure personal appearance or will intimate well in advance, in case of any emergent official duty. I shall be grateful for an opportunity of personal hearing on a date convenient to the Commission.

6. The Commission has observed, that the fact regarding her presence during the stone laying ceremony by the Hon'ble Administrator, UT, Chandigarh at Punjab Engineering College, Chandigarh was well within her knowledge, prior to 30.07.2026, the date of hearing of the case in the Commission. Therefore, for exempting her presence in the Commission, she should have given intimation to the Commission on that account, but she failed to do so willfully. Such type of conduct on the part of a senior officer like Superintending Engineer is not appreciable in any manner. The intimation with regard to her presence at the Punjab Engineering College, Chandigarh has now been given only when the explanation was sought by the Commission. Further, it is also observed by the Commission that Ms. Jigna K Sanghadia, Superintending Engineer, Construction Circle(II)-cum-Second Appellate Authority (under the Right to Service Act) has failed to pay any heed to the directions given twice by the Commission. Had she paid any attention to the directions of the Commission and warned the concerned officers of the Engineering Department, the service would have been provided to the applicant in time. Hence, she has failed to perform supervisory duties in her capacity as the Superintending Engineer-cum-Second Appellate Authority



(under the Right to Service Act) and, the lapses committed on her part have been viewed seriously by the Commission. However, taking a lenient view, the Commission, hereby, warns Ms. Jigna K Sanghadia, Superintending Engineer, Construction Circle(II)-cum-Second Appellate Authority (under the Right to Service Act) to remain careful in future to provide the notified services to the people of UT of Chandigarh under the Right to Service Act, in stipulated time period.


Dr. Mahavir Singh, IAS (Retd.)
Chief Commissioner,

To

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Ms. Jigna K Sanghadia,
Superintending Engineer,
Construction Circle(II)-cum-
Second Appellate Authority
(under the Right to Service Act)
U.T., Chandigarh

Copy is forwarded for information and necessary action to:-

1. Chief Secretary, Chandigarh Administration.
2. Secretary Engineering, U.T., Chandigarh with the direction to place a copy of this order in the service record of the above said officer.
3. The Chief Engineer, U.T., Chandigarh.
4. Ms. Balwinder Kaur.