

{ **DATA PROTECTION POLICY** } RIGHT TO SERVICE COMMISSION

HSVP pulled up for not maintaining activity logs

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CHANDIGARH: Coming down heavily on Haryana Shehri Vikas Pradhikaran (HSVP) for not implementing its data protection policy, the Haryana Right to Service Commission has expressed concern over HSVP officials purportedly assuming broad powers to amend or edit plot identity (ID) details while avoiding any corresponding responsibility.

In an interim order of October 27, chief commissioner TC Gupta has asked the HSVP chief administrator to ensure maintenance of activity logs and full implementation of the Data Protection Policy in letter and spirit. "The chief administrator is requested to provide an action taken report to the commission

by November 21, 2025," the order said.

A data protection policy is a set of procedures for protecting personal and sensitive information with an aim to ensure that data is handled securely, confidentially, and in compliance with law.

The commission which was hearing a complaint by a Faridabad resident, Indu Prabha Sharma regarding issuance of possession certificate for a HSVP plot by treating the period of unauthorised deactivation of the plot as a zero period noted that what began as an accountability exercise has revealed significant lapses on the part of HSVP, ultimately causing hardship to the allottees.

"HSVP generally prides itself on being a tech-driven organisa-

tion managing plot files of lakhs of allottees. Therefore, it should be assumed that it takes the utmost care to ensure the safety of plot data," the order said. Gupta said in his order.

The chief commissioner further said it was also learnt that the system has triggers for plot ID deactivation, such as when an allottee has not fulfilled financial obligations.

It was also learnt that a simple search on the web portal could automatically deactivate the plot ID in some cases. However, in this case, the complainant's sixth instalment was due on August 26, 2022 but the plot ID was deactivated much earlier on October 22, 2021. This indicated that manual intervention was both intentional and deliberate, the order said.