



HARYANA RIGHT TO SERVICE COMMISSION
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017
E-mail: - <https://haryana-rtsc.gov.in/> Telephone: 0172-2711050

No. HRSC-020008/19/2026/ 1075

Dated: 17.03.2026

To

The Chief Secretary to Government, Haryana,
Haryana Civil Secretariat, Chandigarh.
E-mail: cs@hry.nic.in supdt-ar.cse@hry.gov.in

The Commissioner & Secretary to Government, Haryana,
Urban Local Bodies Department, Haryana.
E-mail: fclg@hry.nic.in supdtc2br@gmail.com

The Designated Officer-cum-secretary,
Municipal Council, Ambala Sadar.
E-mail: mcambalasadar@gmail.com eo-ambalasadar@ulbharyana.gov.in

Subject: Revision no. AAS25/2012290/ULB- Neelam Singh - Clearance of objections related to property dues, size, floor details, property authorized/ unauthorized status and Property category on No Dues Certificate Portal [RTS - 10 Days]- Ambala- Final orders.

Sir,

I have been directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 16.03.2026 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

(Sube Khan)

Under Secretary-cum-Registrar,
Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in

CC: Revisionist Ms. Neelam Singh (e-mail: vijaysingh82565@gmail.com) (through AAS) for information.



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Interim Orders-I

(In reference to Revision no. AAS25/2012290/ULB- Neelam Singh - Clearance of objections related to property dues, size, floor details, property authorized/unauthorized status and Property category on No Dues Certificate Portal [RTS - 10 Days]- Ambala)

Hearing date: 16.03.2026

Time: 11:00 am

Case Type		Revision on Auto Appeal System (AAS)
Department		Urban Local Bodies Department
Name of Service		Clearance of objections related to property dues, size, floor details, property authorized/unauthorized status and Property category on No Dues Certificate Portal
Application No. & Date of Application		0027124113-4662875 Dt. 19 Sep 2025
RTS Timeline		10 days
RTS Due Date		09.10.2026
District		Ambala
Name of the Revisionist		Neelam Singh
Designated Officer (DO)	Designation	Secretary, Municipal Council, Ambala Sadar
	Action taken with date	Application rejected on 14.10.2025
	Remarks on SARAL	"Please Update"
First Grievance Redressal Authority (FGRA)	Designation	Executive Officer, Municipal Council, Ambala Sadar
	Date and mode of appeal submitted to FGRA	Auto Appeal on 10.10.2025
	Remarks of the Revisionist	NA
	Action taken by the FGRA with date	Appeal dismissed on 14.10.2025
	Remarks of FGRA	"This application has been Reject./"
Second Grievance Redressal Authority (SGRA)	Designation	District Municipal Commissioner, Ambala
	Date and mode of appeal submitted to SGRA	Self filed by applicant through helpline on 23.10.2025
	Remarks of the Revisionist	"As per citizen voice he is not satisfied with the remarks given by the department kindly check and resolve this issue as soon as possible /"
	Action taken by SGRA with date	Appeal resolved on 27.10.2025

	Remarks of SGRA	“appeal resolved as the application rejected /”
Commission	Mode & Date of filing of Revision	Self filed by Applicant through Saral Portal on 14.01.2026
	Remarks of the Revisionist	“Want property status authorised not unauthorized/”
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. An application was submitted by Ms. Neelam Singh on 19.09.2025 for the service “Clearance of objections related to property dues, size, floor details, property authorized/unauthorized status and property category on the No Dues Certificate Portal” notified under the Haryana Right to Service Act, 2014 (hereinafter referred to as the ‘Act’). From the NDC Portal, it was observed that the applicant had requested that the status of her property be updated from unauthorized to authorized. The application was rejected on 14.10.2025 by Sh. Chirag, DTP, ULB (HQ) based on the recommendation of the Junior Engineer and Municipal Engineer, who stated that the property is situated in an unapproved area. However, since the rejection was not made within the RTS Due Date, a First Appeal was auto-escalated to the FGRA-cum-Executive Officer, Municipal Council, Ambala Sadar on 10.10.2025. The FGRA dismissed the appeal on 14.10.2025. Thereafter, a Second Appeal was filed before the SGRA-cum-District Municipal Commissioner, Ambala on 23.10.2025. The SGRA dismissed the appeal on 27.10.2025, stating that the application had been rejected because, as per the GIS Portal, the property lies in an unauthorized area. Subsequently, a Revision was filed before the Commission on 14.01.2026.

3. To proceed further in the matter, the Revisionist Ms. Neelam Singh, was directed on 20.01.2026 to furnish documentary proof establishing that the concerned property falls within an authorized area. She was directed to submit relevant supporting documents, such as receipts for the deposit of property tax, development charges or any other official record evidencing the authorized status of the area, to the Commission by 27.01.2026.

4. On 21.01.2026, the Revisionist submitted her reply. In view of the reply received from the Revisionist, the Commission sought a report from the Designated Officer-cum-Secretary, Municipal Council, Ambala Sadar vide letter No. 444 dated 29.01.2026. A reply was received from Sh. Gulshan Kumar, Secretary, Municipal Council, Ambala Sadar vide letter No. MCAS/2026/6366 dated 12.02.2026. In the reply, it was stated that the applicant had submitted an application on the NDC Portal on 19.09.2025. The objection remained pending as the concerned Building Inspector (ULB Maker) Sh. Ramesh Kumar had been relieved from his post on 17.09.2025. Thereafter, the work was reassigned to Junior Engineers, but the processing of the application was delayed due to the non-creation of their ULB Maker IDs. After the Maker ID was created, Sh.

Sandeep Kumar, JE cleared the objection on 10.10.2025 and the application has now been disposed of on the NDC Portal.

5. Upon perusal of the reply and the NDC Portal, it was observed that the applicant had uploaded a registered sale deed in support of her claim that the area is authorized. The Sale Deed dated 10.05.2016 is registered at the office of the Joint Sub-Registrar, Ambala Cantonment. The sale deed pertains to Plot No. 131-A (Southern Part), measuring 115 sq. yards, situated at Gobind Nagar, Village Naggal, Ambala Cantt. within the Municipal Council area. As per the deed, Sh. Khushwant Rajeev Chopra sold the said plot to Mrs. Navpreet Kaur for a sale consideration of Rs. 8,05,000/-. The document further shows that stamp duty of Rs. 40,250/- and the applicable registration charges were duly paid and the ownership of the plot was transferred to Mrs. Navpreet Kaur on 10.05.2016. However, the sale deed only establishes that the property was legally sold and registered, it does not establish that the colony or area has been approved or authorized by the competent authority. Additionally, upon perusal of the NDC Portal, the property continues to be reflected as unauthorized.

6 (a) Therefore, in order to proceed further in the matter, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 16.03.2026 at 11:00 am vide Commission's letter No. 859 dated 27.02.2026. The hearing took place as scheduled and was attended by Sh. Gulshan Kumar, Designated Officer-cum-Secretary, Municipal Council, Ambala Sadar. Ms. Neelam Singh, Revisionist did not attend the hearing and therefore, she was contacted on given mobile No. 90xxxxxx88. This was answered by her husband, Shri Vijay Pal Singh who stated as under: -

- i. They had purchased the property in 2020-21. When it was pointed out that the only document enclosed was the sale deed dated 10.05.2016, which does not establish their ownership, he stated that they would submit a copy of their own sale deed.
- ii. He further submitted that at the time of purchase, they had verified the status of the property in the records of the Municipal Council, Ambala Sadar, where it was reflected as an authorized property. Relying on this status, they proceeded with the purchase. He added that this is also evident from the fact that when they applied for a building permit, the sanction was automatically generated through the portal.
- iii. He also submitted that property tax for the said property has been regularly paid, proof of which has already been enclosed on record.

(b) Responding to the above submissions, Shri Gulshan Kumar expressed ignorance as to how the building permit was generated. However, he admitted that earlier many properties in the records of the Municipal Council, Ambala Sadar were reflected as authorized. After verification of the facts, such properties were updated and shown as unauthorized on the portal on 06.09.2024. He categorically stated that the

property in question falls in an unauthorized area and therefore its status cannot be changed to authorized.

7. The Commission has carefully considered all the facts and circumstances of the case. It is ironical that the Municipal Council, Ambala Sadar has failed to maintain its records properly. As per the statement of Shri Gulshan Kumar, several properties were earlier shown as authorized even though they were unauthorized. In such circumstances, the possibility of connivance between officials of the Municipal Council and property dealers cannot be ruled out, as reflecting such properties as authorized would have facilitated their sale and fetched higher prices. An innocent citizen who, relying upon the official records of the Municipal Council showing the property as authorized, invests his hard-earned money in purchasing such property, subsequently obtains building permit approval through the portal, and even pays property tax, cannot later be made to suffer when the status of the property is changed from authorized to unauthorized to his detriment. The revisionist has also suffered substantial financial loss. Firstly, he purchased the property at a higher price under the bona fide belief that it was authorized, as there is a significant difference in the market value of authorized and unauthorized properties. Secondly, in the event the property is later regularized by the Government, he would again be required to pay substantial development charges for such regularization. If the facts stated are correct, the matter warrants inquiry by the Vigilance Department, Government of Haryana, to identify and take action against those responsible for showing such properties—reportedly many inducing and not merely one—as authorized, thereby causing unsuspecting citizens to invest in them. Accordingly, the Chief Secretary to Government of Haryana is requested to have the matter examined through the Vigilance Department, if deemed appropriate.

As regards the relief sought by the revisionist, the same cannot be granted at present as the area is currently categorized as unauthorized. However, Shri Gulshan Kumar stated that a proposal is being sent to the Government for regularization of such properties. In the event of such regularization, the revisionist may obtain relief in due course. Nevertheless, the responsibility for the hardship caused to the citizen must be duly fixed and appropriate action taken against the persons responsible.

Copy of these orders is also being endorsed to the Commissioner & Secretary to Govt. Haryana, Urban Local Bodies Department for information and necessary action as deemed fit.

16th March, 2026

