



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

No. HRTSC/Comp-94/HSVP/2023/**2728**

Dated: 11th July, 2025

To

The Chief Administrator,
HSVP, Panchkula.
E-mail: hsvp.rts@gmail.com

The Estate Officer, HSVP,
Faridabad, Haryana.
E-mail: eofbdhsvp@gmail.com

The CCF, HSVP, Panchkula.
E-mail: ccfhsvp@gmail.com

Subject: Complaint regarding issuance of possession certificate (Smt. Indu Prabha Sharma, Plot No. 145, Sector 78, Faridabad).

Sir,

I am directed to forward herewith a copy of the Interim order dated **10th July, 2025** passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance. Further, you are requested to submit the report to the Commission by **18.07.2025** through email at **rtsc-hry@gov.in**. Physical copies should not be sent. The reply being sent must also mention the name of the signatory along with the designation. The reply received without mention of the name of signatory will not be accepted.

SKan

(Sube Khan)

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

CC:-

A copy is forwarded to Smt. Indu Prabha Sharma, Plot No. 145, Sector 78, Faridabad (Email: acs12929@gmail.com) for information only.

SKan

(Sube Khan)

Under Secretary-cum-Registrar,
Haryana Right to Service Commission
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Interim Orders

(In respect of Complaint No. HRTSC/Comp-94/HSVP/2023)

Hearing date: 10.07.2025

Time: 12:30 pm

An email was received from the complainant on 24.03.2025 while informing that she has not received the interest charged during the zero period despite multiple follow ups. Taking cognizance of the same, the Commission vide letter no. 1219 on 01.04.2025 directed EO, HSVP, Faridabad to submit an action taken report which was received vide letter no. 2749 on 18.04.2025 while informing the following:-

- (i) To calculate the zero period during which complainant's PPM ID remained de-activated, a letter was written to CITO, HSVP on 16.04.2025.
- (ii) Further, matter was submitted to CA, HSVP on 17.04.2025 to issue necessary directions in this case.

2. This reply was forwarded to CA, HSVP vide letter no. 1548 on 24.04.2025 to submit his comments on the same. A reminder was issued thereafter to CA, HSVP vide letter no. 1869 on 20.05.2025. Further, another reminder was issued vide letter no. 2178 on 09.06.2025, against which a reply was received from CITO, HSVP vide letter no. 196423 on 17.06.2025, requesting one week's time to submit the final report in this regard. A reply was received from CA, HSVP vide letter no. 216181 on 02.07.2025 while informing that the said plot in question was de-activated from 22.10.2021 to 07.12.2023. IP address of the system was also shared from where the plots were deactivated. It was argued that since the portal had migrated from SharePoint to Dotnet in February, 2023, they will need further time to ascertain whether there was any kind of human intervention in the deactivation of the same.

The reply was found to be unsatisfactory upon examination. Therefore, for further deliberations in the matter, CA, HSVP was requested to appear for a hearing through video conferencing before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 10.07.2025 at 12:30 pm. The same was communicated to the respondents through email dated 09.07.2025.

3. The hearing took place on the specified date and time which was attended by the following:
 - (i) Sh. Chander Shekhar Khare, IAS, CA, HSVP
 - (ii) Sh. Naveen Kumar, HCS, Estate Officer, HSVP, Faridabad

- (iii) Sh. Avinash Chander Sharma, h/o Smt. Indu Prabha Sharma, the complainant

At the outset, the Chief Commissioner expressed his anguish over the fact that, despite the approval of the Hon'ble Chief Minister, Haryana-cum-Chairman, HSVP, to treat the period of unauthorized deactivation of the plot as a zero period for the allottee, the benefit has not yet been extended to her. Instead, she continues to be charged interest erroneously, causing undue harassment. As a result, despite the earlier closure of the complaint, the complainants have been compelled to approach the Commission repeatedly. The case had been closed earlier following the approval of the Hon'ble Chief Minister, Haryana and the assurance of the then Chief Administrator, HSVP, that the necessary action would be taken shortly. For this delay, the present Chief Administrator, HSVP, expressed regrets and acknowledged lapses on their part. He informed that the communication regarding the credit of interest was issued only on 02.07.2025 and assured that the due interest would be credited to the allottee's account within a week.

4. Regarding whether the deactivation was done manually or due to technical reasons, the Chief Administrator stated that he was in the process of ascertaining the same. He agreed to the suggestion of the Chief Commissioner to have the matter investigated at their own level. Accordingly, the Commission, in exercise of its powers under Section 17 of the Haryana Right to Service Act, 2014, shall nominate an expert for this purpose. The Chief Administrator, HSVP, is requested to extend full cooperation and provide all necessary assistance to the nominated expert. The name of the expert will be communicated in due course.

If action is not taken in accordance with the direction mentioned at Sr. No. 3 above, the Chief Administrator, HSVP and the Estate Officer, HSVP, Faridabad are directed to appear in person before the Chief Commissioner in the office of the Haryana Right to Service Commission at 11:15 a.m. on 21.07.2025

10th July, 2025

