



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

Through Email only

File No. HRTSC/Comp-17/HSVP/2026/ 1065

To

Dated: 17th Mar, 2026

The Estate Officer,
HSVP, Kurukshetra, Haryana.
E-mail: eokkrhsvp@gmail.com

Subject: Complaint regarding:- Issuance of Allotment letter in respect of Plot No. No. 165 (8Marla), Sector-1, Pehowa. From:- Ms. Ruby Garg W/o Mr. Vikas Garg (Email:- er.ruby88@gmail.com) 9718655675

Sir,

I am directed to forward herewith a copy of the **Interim order-I dated 13th March, 2026** 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 directed to submit the report to the Commission by **30.03.2026** 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.


(Sube Khan)

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

CC:- A copy is forwarded to Ms. Ruby Garg W/o Mr. Vikas Garg (Email:- er.ruby88@gmail.com) 9718655675 for information only.



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Interim Orders-I
(In respect of Complaint No. HRTSC/Comp-17/HSVP/2026)

Hearing date: 12.03.2026

Time: 12 noon

Case Type	Complaint Case
Department	HSVP (TCP Department)
Name of Service & Timeline	<i>Issuance of Allotment Letter (15 Days)</i>
District	Kurukshetra
Name of the Appellant	Ms. Ruby Garg
Designated Officer (DO)	Estate Officer, Kurukshetra
First Grievances Redressal Authority (FGRA)	Zonal Administrator
Second Grievances Redressal Authority (SGRA)	Administrator (HQ)

2. The complainant, Ms. Ruby Garg submitted her grievance vide letter dated 09.01.2026 which was received in the Commission regarding the service "*Issuance of Allotment Letter*" notified under the Haryana Right to Service Act, 2014. The complainant stated that although she had been allotted Plot No. 165 (8 Marla) in Sector-1, Pehowa, Kurukshetra, she had not received the allotment letter despite repeated visits and representations to the Estate Officer, HUDA, Kurukshetra. She further stated that even after informing the Department about the change of address, the letters were allegedly sent to her old address. An RTI reply indicated that letters had been issued seeking certain documents. However, she had not received them. She also submitted a complaint on CM Window but the same was disposed of without considering the facts.
3. After a preliminary enquiry into the complaint, the Commission was satisfied that there were reasonable grounds to inquire into the matter and, therefore, decided to initiate a suo moto inquiry, in exercise of its powers under Section 17(2) of the Haryana Right to Service Act, 2014 (hereinafter referred to as "Act"). Thus, taking cognizance of the matter, the Commission sought a report from the DO-cum-Estate Officer, Kurukshetra, vide letter no. HRTSC/Comp-17/HSVP/2026/512 dated 02.02.2026.

In response, a reply was received from the Estate Officer, HSVP, Kurukshetra vide memo no. A-1/Pehowa/2026/49601 dated 17.02.2026 stating that the applications for allotment of freehold residential plots in Sector-1 were invited by HSVP on 21.09.2016. As per the PPM, Smt. Ruby Garg submitted an application mentioning the permanent and correspondence address as "House No. 4B, Bank Colony, Near Krishna Colony, Gurgaon-

122001" and deposited an EMD of Rs. 2,43,000/-. She was declared successful in the draw of lots held on 06.03.2017. Thereafter, she submitted an affidavit on 01.04.2017 at the same address. However, the affidavit was not in the prescribed format and was reverted on 26.09.2017. The said communication was not received back in the office. Subsequently, she was intimated on 05.03.2018 that the allotment letter could not be issued and the EMD had been forfeited and the said communication was also not received back undelivered. Later, an affidavit was submitted by her on 20.07.2023 without any requirement. It was further stated that Sh. Vikas Garg, husband of the applicant had also applied under the same scheme using the same address and Plot No. 172P, Sector-1 had been allotted to him. The allotment letter was sent to the same address and he had deposited the entire amount of the plot.

4. (a) 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 12.03.2026 at 12 noon, vide letter no. 824 on 25.02.2026. The hearing took place as scheduled, which was attended by the following: -

- (i) Mr. Wakeel Ahmed, HCS, Estate Officer, HSVP, Kurukshetra (Link Officer).
- (ii) Ms. Ruby Garg alongwith her husband Sh. Vikas Garg, the Complainant.

(b) The complainant reiterated the contents of her complaint, which have been incorporated in the preceding paragraphs. Additionally, she stated that they have been following up with the Estate Office as well as the Chief Administrator but no reply has been received from their side. When asked whether Sh. Vikas Garg, husband of the applicant, had also applied under the same scheme using the same address and had been allotted a plot, the complainant answered in the affirmative and stated that this had occurred prior to 08.08.2017. They further submitted that their address had been changed and the same was intimated to the Estate Office on 08.08.2017 and again on 07.11.2017 through email at eokukhuda@gmail.com. Therefore, the communication dated 26.09.2017, which has now been referred to by the EO, was not received by them. Otherwise, they would have submitted the correct affidavit. They also stated that they had been regularly visiting the Estate Office and meeting the concerned assistant, Sh. Jagroop Singh, who was not clear as to whether both husband and wife could be allotted plots under the HUDA (now HSVP) regulations and did not provide a definite response. The letter addressed to CA, HSVP has also not evoked any response. They requested that Ms. Ruby Garg be

issued the allotment letter of the plot in respect of which she was successful in draw of lots.

(c) The respondent reiterated the contents of his reply dated 17.02.2026, which have been incorporated in para No. 3.

5. The Commission has carefully considered all the facts and circumstances of the case. The fact that the change of address had been intimated by the complainant to the Estate Office through their email ID on 08.08.2017 and 07.11.2017 was admitted by the Estate Officer during the hearing. Therefore, all subsequent communications ought to have been sent to that address only. Communications sent to an incorrect address are *non-est* in law. Accordingly, the balance of convenience lies in favour of the complainant. However, the complainant has approached the Commission after an inordinate delay of more than six and a half years from the date on which the cause of action arose. The Commission is not inclined to intervene in view of this delay, as the Commission has already internally taken a decision not to entertain cases where the cause of action is more than three years old, even though the law does not impose any such condition. Moreover, such notified services are delivered only if there are no disputed facts. Here, the claim of the complainant is contested and the Commission is not the adjudicating authority in such cases. However, EO, Kurukshetra is directed to consider the pleas of the complainant and pass a speaking order in the matter so that the complainant may challenge the same before appropriate authorities, if so advised. The EO is requested to pass the speaking order as expeditiously as possible, preferably before 30.03.2026.

13th March, 2026

