



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-020008/18/2026/842

Dated: 25.02.2026

To

The SGRA-cum-Commissioner,  
Municipal Corporation, Ambala.  
E-mail: [cmc-ambala@ulbharyana.gov.in](mailto:cmc-ambala@ulbharyana.gov.in)

The FGRA-cum-Deputy Municipal Commissioner,  
Municipal Corporation, Ambala.  
E-mail: [cmc-ambala@ulbharyana.gov.in](mailto:cmc-ambala@ulbharyana.gov.in)

The Designated Officer-cum-Senior Accounts Officer,  
Municipal Corporation, Ambala.  
E-mail: [tax@mcambala.gov.in](mailto:tax@mcambala.gov.in)

**Subject: Revision no. AAS25/1911530/ULB- Surjeet Kaur- Issuance of new Property ID [RTS - 10 Days]- Ambala- Interim orders-II.**

Sir,

I have been directed to invite reference to the subject cited above and to send herewith a copy of interim orders-II dated 23.02.2026 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

**The report must be sent to the Commission through email only at [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) by 09.03.2026. Physical copy need not to be sent. The reply must also clearly mention the name and designation of the signatory, failing which the reply shall not be entertained.**

(Sube Khan)

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

CC: Smt. Surjeet Kaur (Contact no. 9891365950, e-mail: [ishmeet816@gmail.com](mailto:ishmeet816@gmail.com)) for information and to share the details for the payment of compensation.



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### **Interim Orders-II**

**(Revision no. AAS25/1911530/ULB- Surjeet Kaur- Issuance of new Property ID  
[RTS - 10 Days]- Ambala)**

**Hearing date: 20.02.2026**

**Time: 10:30 am**

1. These orders are in continuation of the Interim Orders-I dated 09.02.2026, issued vide the Commission's letter No. 625 dated 10.02.2026 in respect of the hearing held on 09.02.2026 at 11:00 am. The operative part of the said orders is reproduced as under:

*"4. (c) Sh. Anil Sharma reiterated the contents of his reply dated 04.02.2026, which were found to be completely unsatisfactory. He was asked to provide details of the notification by which this colony had been declared authorized but he had no knowledge of the same. He even could not mention the khasra numbers of the plot referred to in his reply. Regarding the contention of the Revisionist that the adjoining plots fall in an authorized area, Sh. Anil Sharma had no answer and looked towards his subordinates for clarification. It is evident that he was not at all prepared for the hearing and was merely relying on incomplete reports submitted by the Building Branch. The Commission does not appreciate such an irresponsible attitude on the part of Sh. Anil Sharma. He was reminded that the proceedings before this Commission are in the nature of proceedings of a Civil Court, the powers of which are vested in the Commission under Section 17(3) of the Haryana Right to Service Act, 2014 and that in the event of any wrong affirmation in the replies submitted, legal action can be initiated against the concerned officials. However, in view of his plea that this work has recently been assigned to him, a final opportunity is granted to the Municipal Corporation, Ambala to revisit the entire issue, get the site inspected by a responsible officer and submit a comprehensive reply along with:*

*(i) the notification by which this area or surrounding area was declared authorized by the Government;*

*(ii) which are the khasra numbers of the plot of the revisionist;*

*(iii) details as to whether any notices for recovery of development charges were issued to the property owners in the said authorized area and*

*(iv) clarification as to how the adjoining plots have been shown as authorized and, if so, the reasons for the differential treatment in the present case.*

*The report must be sent to the Commission through email only at [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) by 16.02.2025 and the next hearing in this case shall be held with the Commissioner, Municipal Corporation, Ambala at 10:30 a.m. on 17.02.2025."*

2. In response to the Interim Orders, a reply was received from Sh. Virender Lather, Commissioner, Municipal Corporation, Ambala, vide Letter No. MCA/2026/CMC/4752 dated 11.02.2026. The reply stated that the applicant Smt. Surjeet Kaur had applied online

on the NDC Portal for issuance of a new Property ID for her plot situated in Old Area, Subhash Nagar, Ambala. The plot is located at the boundary of Subhash Nagar Part-1 and Old Area, Subhash Nagar. During initial scrutiny, it was observed that the plot was partly reflected in both areas on the GIS map, resulting in boundary overlap and mapping ambiguity. It was further noted that the land falls within the *rakba* of Village Dhankaur, which, though not presently within the notified limits of the Municipal Corporation, also covers the surrounding Old Area, Subhash Nagar. Due to this ambiguity and boundary alignment between the two adjoining localities, the Property ID was initially allotted at the maker level based on proximity. Subsequently, a physical site inspection was conducted, and the GIS map and relevant office records were examined in detail. After due verification and reconciliation of records, the Property ID has been approved as per the actual site location. The applicant has also expressed satisfaction with the action taken and has submitted a satisfaction letter. It has further been stated that the delay in disposal of the matter occurred due to boundary ambiguity and the requirement of thorough verification. Necessary precautions have been taken to avoid the recurrence of such issues in future cases.

3. The hearing was re-scheduled to 20.02.2026 at 10:30 am due to administrative reasons, conveyed vide email dated 17.02.2026. The hearing took place as scheduled and was attended by the following:
  - i. Shri Puneet, HCS, Joint Commissioner, MC on behalf of SGRA-cum-Commissioner, MC, Ambala.
  - ii. Smt. Surjeet Kaur, Revisionist along with her husband and Ms. Ishmeet Kaur, her daughter.

The Revisionist reiterated her earlier grievance and submitted that despite having signed a satisfaction letter, she was still aggrieved on account of the harassment caused to her. She further stated that she had visited the office of the Commissioner, MC Ambala on 27.11.2025, where she was informed that the location of her property had been wrongly shown on the map, due to which it was being reflected as unauthorized. She also met the PA to the Commissioner. However, instead of resolving the issue, she was told that if she was not satisfied, she could file an appeal. She submitted that had her grievance been properly heard when she personally visited the office after spending considerable time, the matter could have been resolved then and there. On the other hand, Shri Puneet reiterated the contents of the latest report dated 11.02.2026.

4. (a) The Commission has carefully considered all the facts and circumstances of the case. The Commission finds it disturbing that while the appeal of the complainant was dismissed by the FGRA on 09.10.2025 and by the SGRA on 01.12.2025, her property has now been shown as authorized after the passing of Interim Order-I dated 09.02.2026 by the Commission. When a reply was earlier sought from the Corporation, it had the audacity to submit a reply dated 04.02.2026 reiterating that the plot was not authorized. It was only when the Commission put specific and detailed queries to the Corporation - which would have exposed the manner in which the matter was handled - that the grievance of the Revisionist was redressed by taking the plea that the property is situated at the border of the village and the authorized area. The Commission fails to understand the purpose of

providing for hearings of appeals under the Haryana Right to Service Act, 2014 (hereinafter referred to as "the Act") before the FGRA and SGRA, if such genuine grievances are to be redressed only after the filing of a Revision before this Commission. The Dy. Municipal Commissioner and the Commissioner of the Corporation are senior officers and are granted sufficient time under the Act, i.e. 30 working days, to decide the appeals and redress the grievances of citizens. Why are then citizens being compelled to approach the Commission by filing Revisions? It has been the consistent experience of the Commission that, upon filing of a Revision, genuine grievances are promptly redressed - matters which ought to have been resolved at the initial stage itself.

(b) Therefore, taking note of the role of the then FGRA-Dy. Municipal Commissioner (who dismissed the appeal on 09.10.2025; name not known to the Commission) and Shri Virender Lather, IAS, Commissioner, MC, Ambala, who dismissed the appeal on 01.12.2025, the Commission hereby issues notices under Regulation 10 of the Haryana Right to Service (Management) Regulations, 2015, calling upon them to show cause as to why departmental action should not be recommended against them to the State Government in exercise of the powers vested in the Commission under Section 17(1)(d) of the Act for failure to properly discharge their duties as FGRA and SGRA respectively. They are directed to submit their replies to the Commission by 09.03.2026 through email only at [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in).

(c) The Commission further orders that for the harassment caused to the revisionist, a compensation of Rs. 5,000/- (maximum permissible under the Act) be paid to Smt. Surjeet Kaur, the Revisionist, initially from the funds of the Corporation, which it may thereafter recover from the defaulting officials in accordance with due process of law. Smt. Surjeet Kaur is requested to furnish the following details to the office of the Commissioner, MC, Ambala, as well as to the Commission ([rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)), to facilitate payment of compensation:

- i. Name of the Bank
- ii. Name of the Account Holder
- iii. Bank Account Number
- iv. Address of the Bank
- v. IFSC Code

In case the compensation is not paid within 15 days, i.e., by 13.03.2026, the Commission shall initiate its own inquiry under Section 17(2) of the Act and shall, not only impose penalty but also award compensation in accordance with Section 17(1)(h) of the Act.

The Commissioner, MC, Ambala, is directed to submit compliance of these directions by 16.03.2026. He is further directed to forward a copy of this order to the concerned Dy. Municipal Commissioner who exercised the powers of FGRA while dismissing the first appeal on 09.10.2025 so that his reply is submitted to the Commission by 09.03.2026.

23rd February, 2026

