



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

No. HRSC-020008/170/2024/ **5924**  
To

Dated: **07. Jan. 2025**

1. The Principal Secretary to Government of Haryana,  
Urban Local Bodies, Haryana.
2. The Commissioner,  
Municipal Corporation, Gurugram.
2. Sh. Manoj Yadav,  
SGRA -cum- Chief Engineer,  
Municipal Corporation, Gurugram.  
E-mail: [cmc@mcg.gov.in](mailto:cmc@mcg.gov.in)
2. Sh. Ajay Panghal,  
FGRA-cum-Executive Engineer-V,  
Municipal Corporation, Gurugram.
3. Mr. Waseem Akram,  
DO -cum- Assistant Engineer-V,  
Municipal Corporation, Gurugram.
4. Sh. Krishan Kumar,  
The then Assistant Engineer-V, MCG.
5. Sh. Kuldeep Singh,  
The then Assistant Engineer-V, MCG.

**Subject: Revision No. AAS24/1030990- Sumit Kumar - Water Supply and Sewerage Connection-[RTS - 7 Day]- Gurugram- Interim orders.**

Sir,

I have been directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 02.01.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and to submit your replies by **17<sup>th</sup> January 2025 only** through e-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in). Physical copy of the reply must **NOT** be sent.

(Sube Khan)

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

CC:- Sh. Sumit Kumar (through AAS)

(Sube Khan)

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



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**Interim orders**

**(In respect of Revision No. AAS24/1030990- Sumit Kumar - Water Supply and Sewerage Connection-[RTS - 7 Day]- Gurugram.)**

Hearing date: 19.12.2024

Time: 12:00 noon

Case type	Revision on AAS	
Department	Urban Local Bodies	
Name of Service	Water supply and sewerage connection	
Date of application	21.07.2023	
RTS timeline	7 days	
RTS Due Date	-	
District	Gurugram	
Name of the Appellant	Sumit Kumar	
<b>Designated Officer</b>	Designation	Assistant Engineer
	Action taken with date	No action
<b>First Grievance Redressal Authority</b>	Designation	Executive Engineer
	Date and mode of appeal submitted to FGRA	Auto appeal on 06.03.2024
	Action taken by the FGRA with date	NA
<b>Second Grievance Redressal Authority</b>	Designation	Superintending Engineer
	Date and mode of appeal submitted to SGRA	Auto appeal on 24.04.2024
	Action taken by SGRA with date	No action
<b>Commission</b>	Mode & Date of filing of Revision	Auto appeal on 07.06.2024
	Remarks of the Appellant	NA
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under the correct category?	Yes

2. (i) A total of 150 AAS revisions were automatically escalated to the Commission between June 4, 2024, and June 8, 2024. This includes revisions on June 4 (41 revisions), June 6 (19 revisions), June 7 (34 revisions), and June 8 (56 revisions). All these were related to CM Window complaints, which were converted into AAS appeals due to a lack of action by the DO. Subsequently, due to no further action taken by the FGRA and SGRA, these cases were escalated to the Commission. The Commission was taken aback by the sudden surge in the number of escalated revisions. To address this, two Joint Directors were summoned to the office of the Chief Commissioner on June 6, 2024. They were instructed to resolve all the appeals and report back to the Commission by 4:00 PM on June 7, 2024. During the meeting held on June 7, 2024, an action taken report regarding 60 AAS revisions was produced, under memo no. DGULB/GC/2024/12102. This report recommended filing 51 AAS revisions. These recommendations were reviewed, and some complainants were contacted by the Chief Commissioner, Haryana Right to Service Commission (HRTSC) in the presence of the Joint Director, ULB. It was observed that the resolution was unsatisfactory and the actions taken appeared rushed. Consequently, the Joint Directors were directed to personally communicate with the complainants and send a note signed by them regarding each complaint by June 14, 2024.

(ii) Additionally, a response was received on June 8, 2024, vide memo no. DGULB/GC/2024/12124 from Ms. Monika Rani, Joint Director-II, ULB, containing the status of 80 out of the 150 revisions. Upon review, the Commission was able to dispose of only 34 revisions, which were found to have been satisfactorily resolved. Due to the unsatisfactory response from the Joint Directors, the Commission sent a letter dated June 10, 2024 (memo no. 2446) to the Director, ULB, requesting action to be taken against the FGRA and SGRA for their inaction.

(iii) On June 13, 2024, a further response was received from the Director, ULB (memo no. DULB/GC/2024/11465), which simply outlined various communications sent to field offices by DULB, without providing any substantial updates on the resolution of the pending revisions. Finding the actions taken to be unsatisfactory, the Commission sent a letter on July 5, 2024, requesting the Director to attend a meeting at 3:00 PM on July 16, 2024.

(iv) Another response from the Director, ULB, was received on July 9, 2024, reiterating the contents of the previous letter dated June 13, 2024. A meeting was held with the Director, ULB, on July 17, 2024, at 1:00 PM, during which it was decided that the Commission would take cognizance of certain unresolved cases, while the remaining cases would be monitored by the Joint Director under the Director's supervision. In the latest reply from Joint Director-II dated 30.10.2024, the status of this particular case has been mentioned as "As per MC Gurugram,

sewer line is in progress from tail to head in Indira Colony-II. Soon the complaint will be resolved." The Commission has been consistently monitoring the resolution of these revisions while also taking up cases for hearings where gross negligence has been observed. As part of this process, this particular case was scheduled for a hearing with the DO, FGRA, SGRA and the appellant. They were directed to appear before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, on December 19, 2024, at 12:00 noon, as communicated in the Commission's letter No. 5618 dated December 12, 2024.

3. The hearing took place as scheduled, which was attended by the following:
- i. Sh. Manoj Yadav, SGRA-cum-Chief Engineer, Municipal Corporation, Gurugram (MCG)
  - ii. Sh. Ajay Panghal, FGRA-cum-Executive Engineer-V, MCG
  - iii. Mr. Waseem Akram, DO-cum-Assistant Engineer-V, MCG
  - iv. Sh. Sumit Kumar, the appellant

The complainant reiterated the contents of his CM Window complaint dated 21.07.2023 which stated as under:

*"आपसे अनुरोध है कि सैक्टर-52ए नजदीक आर.डी.सिटी इन्दिरा कॉलोनी न0-2 में पिछले 14 दिनों से सीवर की सफाई न होने के कारण पूरी गली/सड़क पर गंदगी फैली हुई है। सीवर का गंदा पानी सडकों पर फैला हुआ है, जिसके कारण सड़ी हुई बदबू आ रही है। इस कारण यहां के निवासियों का रहना दुभर हो रहा है, जिसकी तसवीर साथ संलग्न है। इसके बावजूद भी नगर निगम मुरुग्राम आंखों पर पट्टी बांधे बैठा है। इससे पूर्व भी इसकी शिकायत की गई थी, लेकिन नगर निगम गुरुग्राम द्वारा इस मामले में कोई संज्ञान नहीं लिया गया है।*

*आपसे नम्र निवेदन है कि कृप्या नगर निगम गुरुग्राम को सख्त निर्देश दिए जाए कि इस गंदगी को प्राथमिकता के आधार पर जल्द से जल्द साफ करवाएं।"*

Additionally, he stated that the situation has even worsened and there is sewage overflow in the street regarding which he will be sending the photographs to the Commission with GPS coordinates by this evening.

Sh. Waseem Akram, DO-cum-Assistant Engineer reiterated the contents of the reply dated 24.10.2024 signed by Sh. Ajay Panghal, XEN, MC, Gurugram which has been uploaded on the CM Window. This reply states as under:-

*"On the above said complaint, it is submitted that complaint has been received on CM window portal vide Complaint no CMOFF/N/2023/091584 dated 21/07/2023 and same has been transferred onnAAS portal vide complaint No. AAS24/1030990*

*dated 07/06/2024, thereafter, the concern official were directed to take remediate action and the concerned officer has informed that the estimate has been prepared and under administrative approval for upgradation of existing sewerline with 300 mm dia SW pipeline Indira Colony-II, Gurugram vide digi no. 00042, tender will be floated after Administrative approval.”*

Sh. Waseem Akram was specifically asked as to why no reply has been sent on contentions of the complainant but he had no answer. When he was questioned specifically as to what action had been taken on the complaint, he stated that he had got the sewer cleaned by deputing the persons including the jetting machine. The blockage is removed from time to time as and when the complaint is received but due to increase in the population, the sewer capacity is limited and the present sewer is not able to take the load because of which they have prepared an estimate of Rs. 11,30,000/-. The tenders have already been called and the same is likely to be allotted in near future after which this work will be taken on priority. The XEN also reiterated the contents of this reply.

Sh. Manoj Yadav could not attend the hearing as he was reportedly busy in Samadhan Shivir being conducted as per instructions of the State Government.

4. The Commission has carefully considered all the facts and circumstances of this case. It has become a habit for the Engineering Wing of Municipal Corporation, Gurugram not to care about the grievances of the public because of which the CM Window complaints have piled up for many years in some cases. When no action was being taken on the CM Window complaints, the Government of Haryana transferred the CM Window complaints in respect of the notified services to the Commission. These issues have been taken up with the Director, Urban Local Bodies who has in turn taken up the issue with the Municipal Corporation, Gurugram but still no satisfactory report has been received of any action on the complaint made by the complainant. It has been generally observed that the Engineering Wing of the Corporation prepare new estimates at the drop of the hat for resolution of the problems and take the *alibi that* a new work is to be executed instead of devoting its energies to clean the present sewerage system. The photographs of the area which have been subsequently shared by the complainant through email and attached as part of this order clearly demonstrate that the regular cleaning of the sewer line is not being done. Moreover, the apathy of the Designated Officer can be seen from the fact that no reply on the specific grievance of the complainant has neither been given on the CM Window portal nor to the Commission. In fact, no reply has been received from him after the notice dated 12.12.2024 and when cognizance of this was taken by the Commission with Director, ULB in June, 2024. Only one reply of the XEN has been uploaded on CM Window which has been mentioned above. It is clear that they are not alive to the problems of the public in general and redressal of the grievances pertaining to notified services. The name of the notified service on CM

Window has been wrongly given as water supply & sewerage connection and when the complainant was asked as to why he had chosen this category, he stated that he had not chosen so and might have been done by the software. However, the software does not pick up the category and it might have been erroneously picked up by the Nodal Officer of the Department who had assigned it to the FGRA. It is evident that the name of the notified service is "Water leakages/ sewerage blocked/ overflow". Ideally, the MCG officials should have first ensured that both the sewer and the surrounding area were cleaned and then provided photographs of the completed work. Following this, they could have highlighted the issue with the area, specifically the need for a new sewerage line due to the increasing population, for which an estimate had already been prepared. It is important to note that simply preparing the estimate after receiving notices from the Commission in June 2024 does not absolve them of their responsibility to deliver the service on time. The prescribed service period was two days, and the complaint was lodged on 21.07.2023. Therefore, the sewerage should have been cleaned by July 2023. Furthermore, the estimate was prepared only after more than a year and that too after the linkage of the CM Window portal with the AAS portal of the Commission and following the Commission's correspondence with the Director, ULB, as per the letter in June 2024.

Hence, for non-delivery of this notified service for a long period of more than one year and four months, a token penalty of Rs. 1,000/- is hereby imposed on the Designated Officer Sh. Waseem Akram in exercise of the powers conferred under Section 17 (1)(h) of the Haryana Right to Service Act, 2014 (hereinafter referred to as 'Act'). The Commissioner, MCG is directed to ensure the deduction of Rs. 1,000/- from his salary of January, 2025 to be paid in February, 2025 and deposit the same in the State Treasury under the Receipts Head 0070-60-800-86-51. He is also requested to intimate the compliance of these orders to the Commission along with photocopies of the Challan etc., at its email only [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) by 10<sup>th</sup> February 2025, failing which he would be required to personally appear in the Commission on 13.01.2025 along with the Drawing & Disbursing Officer (DDO).

5. A lenient view has been taken, and a token penalty of Rs. 1,000/- has been imposed on the current responsible officer, as he has been in charge of the area since January 2024. However, the service should have been delivered in July 2023. Therefore, the Chief Engineer was directed during the hearing to provide the name(s) of the Assistant Engineer-V, Municipal Corporation, Gurugram, who was responsible for this area from 21st July 2023 to January 2024. A mail has been received after the hearing in compliance as per which Sh. Krishan Kumar has been Assistant Engineer of this area from 21.07.2023 to 20.10.2023, Sh. Kuldeep Singh from 20.10.2023 to 01.01.2024 and Sh. Waseem Akram thereafter. Hence, a notice is hereby issued to Sh. Krishan Kumar and Sh. Kuldeep Singh as to why

penalty should not be imposed on them for failure to deliver the notified service in this case. The reply should be sent to the Commission only through email to [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) by 17.01.2025.

6. As far as roles of Sh. Ajay Panghal, FGRA-cum-Executive Engineer & Sh. Manoj Yadav, SGRA-cum-Chief Engineer are concerned, that is also deficient because they have not cared to send any reply on the specific grievance of the appellant either through the Director, ULB since June, 2024 or to the Commission after issuance of the notice dated 12.12.2024 or on the CM Window portal itself. It shows that they do not give any weightage either to the grievances of the public at large or to the CM Window portal or even to the notices of the Commission. They are also guilty of supervisory lapses as well as for non performance of duties as FGRA and SGRA under the Act as mentioned in para 4. Therefore, finding both of them guilty of not ensuring delivery of notified service in time, the Commission, in exercise of its powers vested under section 17(1)(d) of the Act, recommends disciplinary action against them to the Principal Secretary to Government of Haryana, Urban Local Bodies for failing to perform duties under the Act. Principal Secretary to Government of Haryana, Urban Local Bodies is requested to intimate the Commission of the action taken in this case within 30 days of the receipt of these orders as provided in Section 18 which states as under: -

*(1) 'The State Government shall consider the recommendations made by the Commission under clauses (d), (e) and (f) of sub-section (1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission, In case the State Government decides not to implement any of the recommendations of the Commission, it shall communicate the reasons for not acting on the recommendations to the Commission.'*

*(2) The Commission shall prepare an annual report of the recommendations made by it under section 17 along with the action taken and reasons for not taking action, if any. The State Government shall cause a copy of this report to be laid on the table of the Haryana Legislative Assembly.*

Therefore, the report is requested to be sent at the earliest for incorporation in the annual report of the Commission.

02<sup>nd</sup> January, 2025



(T.C. Gupta)  
CC, HRTSC