



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-020008/105/2025/2862

Dated: 17th July 2025

To

The Commissioner & Secretary to Govt., Haryana,
Urban Local Bodies Department, Haryana.

The FGRA-cum-Executive Engineer,
Municipal Corporation, Sonipat.
E-mail: xenhortmcs@gmail.com

The Designated Officer-cum-Assistant Engineer,
Municipal Corporation, Sonipat.
E-mail: secymc.sonepat@hry.nic.in

The Junior Engineer,
Municipal Corporation, Sonipat.
E-mail: secymc.sonepat@hry.nic.in

Subject: Revision No. AAS25/1470736- Abhishek Singh - Replacement of Street Lights [RTS - 10 Day] - Sonipat.

Sir,

I have been directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 14.07.2025 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary compliance, please.

Additionally, all concerned are requested to submit their replies as per the directions given by the Commission by 28.07.2025, only to the email ID rtsc-hry@gov.in. A physical copy of the same must not be sent.

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

CC: Appellant Ramesh Dahiya (through AAS)



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Interim orders

(In respect of Revision No. AAS25/1470736- Abhishek Singh - Replacement of Street Lights [RTS - 10 Day] - Municipal Corporation, Sonipat)

Hearing date: 14.07.2025

Time: 12:30 pm

Case type	Revision on AAS	
Department	Urban Local Bodies Department	
Name of Service	Replacement of Street Lights	
Date of application	08.03.2025	
RTS timeline	10 days	
RTS Due Date	24.03.2025	
District	Sonipat	
Name of the Appellant	Abhishek Singh	
Designated Officer (DO)	Designation	Assistant Engineer (AE)
	Action taken with date	Service completed on 25.03.2025
	Remarks on SARAL	"Complain Resolve"
First Grievance Redressal Authority (FGRA)	Designation	Executive Engineer (XEN)
	Date and mode of appeal submitted to FGRA	Auto appeal on 25.03.2025
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	No action
	Remarks of FGRA	NA
Second Grievance Redressal Authority (SGRA)	Designation	Superintending Engineer (SE)
	Date and mode of appeal submitted to SGRA	Auto appeal on 13.05.2025
	Remarks of the Appellant	NA
	Action taken by SGRA with date	No action
	Remarks of SGRA	NA
Commission	Mode & Date of filing of Revision	Auto appeal on 26.06.2025
	Remarks of the Appellant	NA
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under the correct category?	Yes

2. Taking cognizance of the matter, notices under Section 17(1)(h) to the DO and Section 17(1)(d) to the FGRA and SGRA were issued under the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act'), vide Commission's letter dated 27.06.2025. The DO, FGRA and SGRA were directed to appear before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 14.07.2025 at 10:30 a.m. The hearing was rescheduled to 12:30 p.m. instead of 10:30 a.m. due to administrative reasons.
3. In response, a reply was received from Sh. Ajay Nirala, FGRA-cum-XEN, MC Sonipat vide letter no. 575 dated 11.07.2025. The reply stated that the complaint was resolved within 17 days, however, due to a technical error, the same could not be uploaded on the portal. Additionally, it was stated that the post of SGRA-cum-Superintending Engineer has been vacant since 11.03.2025.
4. (a) The hearing took place as scheduled, which was attended by the following:
 - i. Sh. Ajay Nirala, FGRA-cum-XEN, MC Sonipat
 - ii. Sh. Anil Valecha, JE on behalf of Sh. Sombir Singh, DO-cum-AE, MC Sonipat

(b) Sh. Abhishek Singh, the appellant, did not attend the hearing despite being given advance notice by the Commission. The DO was also absent and it was informed by the XEN that the DO had gone to inspect a site. Such conduct is not acceptable. If the DO had official commitments elsewhere, prior intimation should have been given to the Commission while deputing a substitute. The Commission records its displeasure over this lapse.

(c) Sh. Anil Valecha, Junior Engineer, submitted that the service was completed on 25.03.2025. Although he could not explain why timely action was not taken on this complaint. The XEN was questioned regarding the inaction on the first appeal, which remained pending with him from 25.03.2025 to 12.05.2025. He had no satisfactory explanation and merely assured that he would be more vigilant in future and ensure that such delays do not lead to escalation of appeals to the SGRA.
5. (a) The Commission has carefully considered all the facts and circumstances of the case. The contention of the Junior Engineer (JE) that the streetlight was repaired on 25.03.2025 does not appear to be correct, as the photograph uploaded by him on the portal does not match the photograph submitted by the complainant. When this discrepancy was pointed out to the JE, he stated that the Swachh Haryana App allows only the uploading of photos related to the specific streetlight for which the complaint has been lodged. To verify this claim, the Commission contacted Sh. Rajiv Sehdev, GMIT, ULB (HQs). He clarified that this functionality was made available online only a few days ago. Even with this update, the app captures only the geocoordinates of the photos uploaded by the resolver (i.e., the JE). However, it still permits uploading of any photo. When asked

specifically whether an alternative photo could have been uploaded on 25.03.2025, he confirmed this emphatically.

In light of the above, it is evident that the claim made by Sh. Anil Valecha, JE, is incorrect. He is, therefore, directed to submit a clarification with supporting proof by 25.07.2025 regarding the actual date on which the complainant's grievance was resolved. Also, Sh. Anil Valecha is hereby issued a notice to explain why penal action should not be initiated against him under Section 17(1)(h) of the Haryana Right to Service Act. Sh. Sombir Singh was already given a show cause notice under Section 17(1)(h) of the Act as mentioned in Para 2 above. No reply has been received from him in this regard, which means he has nothing to say. The final decision on his show cause will be taken once the reply from JE is received, which means he still has some time to send his response, if he wishes to. In the absence of any response, a decision would be taken on merits based on available facts.

Subsequently, a communication dated 15.07.2025 was received from the FGRA, stating that the complainant's grievance has been resolved. A satisfaction note signed by the complainant was also enclosed with the correspondence.

(b) As far as the conduct of Sh. Ajay Nirala, FGRA-cum-XEN, Sonapat is concerned, the Commission finds it to be wholly unsatisfactory. It was evident during the hearing that he had neither reviewed the disposal status of the complaints nor accessed the Auto Appeal System (AAS) Portal. Upon verification, it was found that 22 appeals pertaining to the same service in District Sonapat are still pending with him on the AAS Portal as on date. He looked point blank when asked why no action had been taken on this appeal. This clearly reflects a failure on his part to perform his duties as FGRA. Therefore, the Commission in exercise of its powers vested under Section 17 (1)(d) of the Act recommends initiation of disciplinary action against him to the Commissioner and Secretary, ULB Department. He is requested to inform the Commission of the action taken in this case within 30 days of receiving these orders, as provided in Section 18 of the Act, which states as follows: -

- (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.*

The action taken report from Commissioner and Secretary, ULB will be incorporated in the Annual Report of the Commission for the year 2025-26 mandated above to be tabled in the Haryana Legislative Assembly.

14th July, 2025

