



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-020008/6/2026/ 843

Dated: 25.02.2026

To

The SGRA-cum-Commissioner,  
Municipal Corporation, Gurugram.  
E-mail: [ssihq@mcg.gov.in](mailto:ssihq@mcg.gov.in) [cmc@mcg.gov.in](mailto:cmc@mcg.gov.in)

The FGRA-cum-Joint Commissioner,  
Municipal Corporation, Gurugram.  
E-mail: [ssihq@mcg.gov.in](mailto:ssihq@mcg.gov.in) [cmc@mcg.gov.in](mailto:cmc@mcg.gov.in)

Sh. Pradeep Kumar,  
Executive Engineer, MCG.

Sh. Manoj Ahlawat,  
Designated Officer-cum-Assistant Engineer, MCG.

Sh. Neeraj,  
Junior Engineer, MCG.

**Subject:- Revision no. AAS25/1999582/ULB- Pulkit Ahooja- Installation of Drain Covers [RTS - 2 Days]- Gurugram.**

Sir/Madam,

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

(Sube Khan)

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

CC: Revisionist Pulkit Ahooja (Contact no. 9811997475) for information.



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**Interim Orders-I**

**(Revision no. AAS25/1999582/ULB- Pulkit Ahooja- Installation of Drain Covers  
[RTS - 2 Days]- Gurugram.)**

**Hearing date: 20.02.2026**

**Time: 11:30 am**

<b>Case Type</b>	Revision on Auto Appeal System (AAS)	
<b>Department</b>	Urban Local Bodies Department	
<b>Name of Service</b>	<i>Installation of Drain Covers</i>	
<b>Application No. &amp; Date of Application</b>	74199 Dt. 29.09.2025	
<b>RTS Timeline</b>	02 days	
<b>RTS Due Date</b>	01.10.2025	
<b>District</b>	Gurugram	
<b>Name of the Revisionist</b>	Sh. Pulkit Ahooja	
<b>Designated Officer (DO)</b>	Designation	Senior Sanitary Inspector, Municipal Corporation, Gurugram
	Action taken with date	Service completed on 21.01.2026
	Remarks on SARAL	"Complaint Has Been Resolved"
<b>First Grievance Redressal Authority (FGRA)</b>	Designation	Joint Commissioner, Municipal Corporation, Gurugram
	Date and mode of appeal submitted to FGRA	Auto Appeal on 03.10.2025
	Remarks of the Revisionist	NA
	Action taken by the FGRA with date	Appeal dismissed on 10.11.2025
	Remarks of FGRA	Applicant applied for installation of drain covers. In ex parte decision,FGRA-cum-JC-1 has decided appeal. SSI is directed to provide service within two days. /
<b>Second Grievance Redressal Authority (SGRA)</b>	Designation	Commissioner, Municipal Corporation, Gurugram
	Date and mode of appeal submitted to SGRA	Self file by applicant through SARAL Portal on 17.11.2025
	Remarks of the Revisionist	"Its been more than a month. Still the complaint not resolved. Kind intervention required please. Thank you /"
	Action taken by SGRA with date	Final judgement delivered on 24.12.2025
	Remarks of SGRA	"In reference to the complaint filed by the appellant, necessary action has been taken by the concerned officials of MCG, and the ATR has been submitted. According to the ATR, the issue has been examined in detail, and the grievance is hereby considered as

		disposed off. The orders of the SGRA along with the ATR are enclosed herewith for your kind information and necessary record, please.../”
<b>Haryana RTS Commission (HRTSC)</b>	Mode & Date of filing of Revision	Self filed by Applicant through SARAL portal on 29.12.2025
	Remarks of the Revisionist	“It’s been more than a month. Still the complaint not resolved. Kind intervention required please. Thank you/”
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. An application was submitted by Sh. Pulkit Ahooja on 29.09.2025 for the service “Installation of Drain Covers” notified under the Haryana Right to Service Act, 2014 (hereinafter referred to as the “Act”). The applicant requested the installation of drain covers due to the accumulation of waste in the area. Since no action was taken by the DO-cum-SSI, Municipal Corporation, Gurugram within the prescribed RTS timeline, the appeal was auto-escalated to the FGRA-cum-Joint Commissioner, MCG on 03.10.2025. The FGRA dismissed the appeal on 13.11.2025. However, the attached orders merely stated that the SSI had been directed to provide the service within two days. Thereafter, an appeal was filed before the SGRA on 17.11.2025. The appellant uploaded photographs and stated that the complaint remained unresolved. The SGRA resolved the appeal on 24.12.2025, however, the attached orders pertained to a different appeal/complaint. Subsequently, a revision was filed before the Commission on 29.12.2025.

3. Taking cognizance of the matter, a report was sought from the DO-cum-SSI, MCG vide letter dated 14.01.2026. In response, a reply was received from Sh. Pradeep Kumar, Executive Engineer (HQ)-cum-FGRA, Municipal Corporation, Gurugram vide Letter No. EE-HQ/MCG/2026/2062 dated 20.01.2026. The reply stated that, as per the report of the Assistant Engineer, MCG the site had been inspected and necessary action had already been taken. The issue regarding the installation of drain covers at the complainant’s location had been resolved and the complainant had submitted a satisfaction letter.

4. (a) From a perusal of the reply and the GRS Portal, the Commission observed that the complaint was marked as resolved only on 20.01.2026, i.e., after the intervention of the Commission. Further, the action taken on the application/appeal by all three authorities was found to be deficient. Accordingly, to proceed further in the matter, a hearing was scheduled before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission, on 17.02.2026 at 11:30 am vide Commission’s letter No. 614 dated 10.02.2026. However, due to administrative reasons, the hearing was rescheduled to 20.02.2026 at 11:30 am.

(b) The hearing was held as scheduled and was attended only by Shri Pradeep Kumar, Executive Engineer. Regarding the absence of Shri Pradeep Dahiya, IAS, SGRA-cum-Commissioner, MC, Gurugram, it was informed that he had to attend an urgent meeting due to exigencies. Shri Manoj Ahlawat, Designated Officer, did not attend the hearing. Shri Pradeep Kumar stated that he was expected to join the hearing from the site but, after waiting for some time, the hearing concluded.

(c) Shri Pradeep Kumar reiterated the contents of his reply dated 20.01.2026 and admitted that there was delay in delivery of the service due to multiple complaints pending at that time. When asked, he stated that the responsibility for carrying out this work lies with the JE and Assistant Engineer, and not with the Senior Sanitary Inspector (SSI), as per the allocation of duties. Upon being asked to specify, he named Shri Neeraj, JE and Shri Manoj Ahlawat, Assistant Engineer (AE), as the officials responsible for the delay in delivery of service in this case.

5. (a) The Commission has carefully considered all the facts and circumstances of the case. As per the GRS Portal, the complaint was marked as resolved on 20.01.2026, whereas the complaint is dated 29.09.2025 and was required to be resolved by 01.10.2025, i.e., within two days. The delay of 3 months and 19 days is wholly inexplicable. Therefore, the Commission proposes to impose penalty under Section 17(1)(h) of the Act upon the concerned officials responsible for delivery of this service, who, as per the statement of Shri Pradeep Kumar, XEN, are Shri Neeraj, JE and Shri Manoj Ahlawat, AE. The Commissioner, MC, Gurugram, is directed to deliver a copy of this order to both officials against acknowledgement and they are directed to submit their replies to the Commission through email only by 06.03.2026.

(b) As per the Gazette Notification issued by the Government of Haryana, the Designated Officer in this case for delivery of service is the SSI and the FGRA is the Joint Commissioner, MC, Gurugram. However, Shri Pradeep Kumar, while corresponding with the Commission, has shown himself as FGRA, which is contrary to the Gazette Notification. It is, therefore, directed that only the Joint Commissioner of the Corporation shall hear the first appeals. The Commissioner, MC, Gurugram is directed to issue appropriate orders in this regard and submit compliance to the Commission by 06.03.2026. With regard to the Designated Officer, he is advised to send a proposal to the Directorate of Urban Local Bodies for appropriate amendment in the Gazette Notification, if required.

(c) In the present case, the appeal was wrongly dismissed by the FGRA on 10.11.2025 without ensuring delivery of service. When questioned, Shri Pradeep Kumar stated that the appeal had been dismissed by Dr. Naresh, HCS, Joint Commissioner, MC, Gurugram. However, from the Auto Appeal Portal, the designation of the FGRA who dismissed the appeal is not reflected. An order, which appears to be erroneous, has been uploaded while dismissing the appeal

and has been signed without mentioning the name of the officer. Accordingly, a notice under Regulation 10 of the Haryana Right to Service (Management) Regulations, 2015 is hereby issued to the officer who failed to discharge his duties as FGRA and dismissed the appeal on 10.11.2025. The Commissioner, MC, Gurugram, is directed to ascertain the name of the officer who dismissed the appeal or on whose directions, it was dismissed on 10.11.2025 and to deliver a copy of this order to him against acknowledgement. The said officer is directed to submit his reply to the Commission by 09.03.2026 through email, explaining why departmental action should not be recommended to the State Government under Section 17(1)(d) of the Act for failure to discharge his duties as FGRA.

(d) With regard to the order passed by the SGRA-cum-Commissioner, MC, Gurugram, the appeal was dismissed on 24.12.2025 without ensuring delivery of service, which, as per the GRS Portal, was actually delivered on 20.01.2026. Moreover, while dismissing the appeal, an unrelated order has been attached. The proviso to the relevant Section of the Act provides that:

*“Provided that before rejecting the appeal, an opportunity of hearing to the eligible persons shall be granted by the Second Grievance Redressal Authority.”*

He is, therefore, directed to clarify why the appeal was dismissed without affording an opportunity of hearing and why an incorrect order was attached. Since an incorrect order has been annexed, the Commission is unable to ascertain whether an opportunity of hearing was granted to Shri Pulkit Ahooja or not. Further, the name of the officer, ostensibly Shri Pradeep Dahiya, IAS, has not been mentioned in the order. The name of the officer passing an appellate order must invariably be mentioned, as is the established practice of all appellate authorities, including the Hon'ble High Courts and the Hon'ble Supreme Court. Even file notings of the Government contain the names of the officers in addition to their designation, as per Government instructions. He is, therefore, advised to conduct a training session for all officials/officers under his control to ensure strict compliance with these norms. He is further directed to submit his reply to the Commission through email only by 06.03.2026.

The next hearing in this case shall be held at 10:30 am on 10.03.2026 and must be attended by Shri Neeraj, JE; Shri Manoj Ahlawat, DO; Shri Pradeep Kumar, XEN; Shri Pradeep Dahiya, IAS and the officer who acted as FGRA in this case. In the event of their failure to appear, final orders shall be passed ex parte on merits.

23<sup>rd</sup> February, 2026

