



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-020008/75/2025/1705

Dated: 09<sup>th</sup> May 2025

To

1. The Commissioner & Secretary to Government, Haryana,  
Urban Local Bodies Department, Haryana.
2. The Director General,  
Urban Local Bodies Department, Haryana.
3. The FGRA-cum-Municipal Engineer,  
Municipal Committee, Pehowa.  
E-mail: [secy-pehowa@ulbharyana.gov.in](mailto:secy-pehowa@ulbharyana.gov.in)
4. The Designated Officer-cum-Junior Engineer,  
Municipal Committee, Pehowa.  
E-mail: [secy-pehowa@ulbharyana.gov.in](mailto:secy-pehowa@ulbharyana.gov.in)

**Subject: Revision No. AAS25/1387280, AAS25/1401993 & AAS25/1383007-  
Rajesh Kumar Garg - Replacement of Street Lights [RTS - 10 Days] - Municipal  
Committee, Pehowa- Final orders.**

Sir,

I have been directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 05.05.2025 passed by 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: Appellant Sh. Rajesh Kumar Garg (through AAS) for information.

(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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**Final Orders**

**(In respect of Revision No. AAS25/1387280, AAS25/1401993 & AAS25/1383007-  
Rajesh Kumar Garg - Replacement of Street Lights [RTS - 10 Days] - Municipal  
Committee (MC), Pehowa, Kurukshetra)**

Hearing date: 05.05.2025

Time: 11:15 am

**1. Revision No. AAS25/1387280**

Case type	Revision on AAS	
Department	Urban Local Bodies	
Name of Service	Replacement of street lights	
Date of application	27.12.2025	
RTS timeline	10 days	
RTS Due Date	10.01.2025	
District	Kurukshetra	
Name of the Appellant	Rajesh Kumar Garg	
<b>Designated Officer (DO)</b>	Designation	Junior Engineer
	Action taken with date	Service completed on 02.04.2025
	Remarks of DO	"Mc Pehowa Already Given Work Order To Agency Work Is In Progress"
<b>First Grievance Redressal Authority (FGRA)</b>	Designation	Municipal Engineer
	Date and mode of appeal submitted to FGRA	Auto appeal on 13.01.2025
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	No action
	Remarks of FGRA	NA
<b>Second Grievance Redressal Authority (SGRA)</b>	Designation	District Municipal Commissioner
	Date and mode of appeal submitted to SGRA	Auto appeal on 26.02.2025
	Remarks of the Appellant	NA
	Action taken by SGRA with date	Appeal dismissed on 01.04.2025
	Remarks of SGRA	"This is a development work. It will take some time . ATR Attached./"
<b>Commission</b>	Mode and date of filing of Revision	Self filed by applicant on AAS portal on 01.04.2025
	Remarks of the Appellant	"No solutions /"
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under the correct category?	Yes

**2. Revision No. AAS25/1401993**

Case type	Revision on AAS	
Department	Urban Local Bodies	
Name of Service	Replacement of street lights	
Date of application	14.01.2025	
RTS timeline	10 days	
RTS Due Date	28.01.2025	
District	Kurukshetra	
Name of the Appellant	Rajesh Kumar Garg	
<b>Designated Officer</b>	Designation	Junior Engineer
	Action taken with date	Service completed on 02.04.2025
	Remarks of DO	"Mc Pehowa Already Given Work Order To Agency Work Is In Progress"
<b>First Grievance Redressal Authority</b>	Designation	Municipal Engineer
	Date and mode of appeal submitted to FGRA	Auto appeal on 29.01.2025
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	No action
	Remarks of FGRA	NA
<b>Second Grievance Redressal Authority</b>	Designation	District Municipal Commissioner
	Date and mode of appeal submitted to SGRA	Auto appeal on 14.03.2025
	Remarks of the Appellant	NA
	Action taken by SGRA with date	Appeal dismissed on 01.04.2025
	Remarks of SGRA	"This is a development work. It will take some time . ATR Attached./"
<b>Commission</b>	Mode and date of filing of Revision	Self filed by applicant on AAS portal on 01.04.2025
	Remarks of the Appellant	"WITHOUT SOLUTION COMPLAINT CLOSE /"
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under the correct category?	Yes

**3. Revision No. AAS25/1383007**

Case type	Revision on AAS	
Department	Urban Local Bodies	
Name of Service	Replacement of street lights	
Date of application	19.12.2024	
RTS timeline	10 days	
RTS Due Date	07.01.2025	
District	Kurukshetra	
Name of the Appellant	Rajesh Kumar Garg	

<b>Designated Officer</b>	Designation	Junior Engineer (JE)
	Action taken with date	Service completed on 02.04.2025
	Remarks of DO	"Mc Pehowa Already Given Work Order To Agency Work Is In Progress"
<b>First Grievance Redressal Authority</b>	Designation	Municipal Engineer (ME)
	Date and mode of appeal submitted to FGRA	Auto appeal on 08.01.2025
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	No action
	Remarks of FGRA	NA
<b>Second Grievance Redressal Authority</b>	Designation	District Municipal Commissioner (DMC)
	Date and mode of appeal submitted to SGRA	Auto appeal on 20.02.2025
	Remarks of the Appellant	NA
	Action taken by SGRA with date	Appeal dismissed on 01.04.2025
	Remarks of SGRA	"This is a development work. It will take some time . ATR Attached. /"
<b>Commission</b>	Mode and date of filing of Revision	Self filed by applicant on AAS portal on 01.04.2025
	Remarks of the Appellant	"Without solution complaint close /"
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under the correct category?	Yes

2. Upon perusal of the Revision details, it was found that neither the DO nor the FGRA took any action on the application or the first appeal. Taking cognizance of the matter, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 01.05.2025 at 11:15 am vide Commission's letter no. 1331 dated 04.04.2025. The hearing was re-scheduled for 05.05.2025 at 11:15 am due to administrative reasons. In the meantime, following replies were received:

- i. **Secretary, MC Pehowa:** Reply was received vide letter no. 646/MCP dated 07.04.2025. The reply stated that a spot inspection was conducted and poles were found installed at the mentioned location. The tender for the dismantling and re-erection of 9-meter octagonal poles on KKR Road and Ambala-Kaithal Road within the limits of MC Pehowa was awarded to The Bawani Khera Sach Co-op. Lab. & Construction Society Ltd, Ward No. 16, Bhiwani. However, the commissioning of the work is still pending and expected to be completed within a month. As this work falls outside the scope of Operation and Maintenance, the complaint does not come under the purview of RTS.

ii. **Sh. Ravish Sharma, JE, MC Pehowa:** The reply received vide letter no. 663/MCP dated 09.04.2025 re-iterated the same content as of Secretary, MC Pehowa.

3. (a) The hearing took place as scheduled, which was attended by the following:
- i. Sh. Jitender Kumar, FGRA-cum-ME, MC, Pehowa
  - ii. Sh. Ravish Sharma, DO-cum-JE, MC, Pehowa
  - iii. Sh. Rajesh Kumar Garg, the appellat
- (b) The appellat submitted that old streetlights, previously installed on a road, were removed and reinstalled in his colony. However, these lights had remained non-functional for the past two years. Despite multiple complaints lodged by him, no remedial action was taken. On one occasion, the complaint was even marked as resolved without any work being carried out. In recent days, he was pressurised by Municipal Authorities to sign a satisfaction letter and withdraw the appeal. He refused, asserting his intent to attend the hearing and ensure that the lights were made functional. It was only due to the scheduled hearing that the lights were made operational a day before i.e. on 04.05.2025.
- (c) In response, Sh. Ravish Sharma, the DO, stated that he joined the Municipal Committee, Pehowa, in December 2024. Upon learning of this complaint, it was discovered that although the streetlight poles had been erected long ago, the tender did not include provisions for wiring, rendering the lights non-functional. Consequently, a variation was approved in the contract to allow wiring, which was completed just a day before hearing.
- (d) Similarly, Sh. Jitender Kumar, FGRA-cum-ME, stated that he joined MC Pehowa on 16.08.2024 and became aware of the issue a few months thereafter. He made efforts to persuade the contractor to complete the wiring work and ensured its inclusion in the tender scope. Notices were issued to the contractor, and after sustained persuasion, the lights were finally made functional yesterday. Both officers also submitted that the matter falls outside the notified service 'Replacement of street lights' and is therefore, not covered under the RTS framework.

4. The Commission has considered all facts and circumstances of the case. Though this complaint can be covered under RTS as it is evident that the poles were installed two years ago and the lights remained non-functional but due to flawed tendering and administrative neglect, a lenient view is taken. Giving benefit of doubt, no penalty is being imposed at this stage. However, it is explicitly directed that if these street lights become non-functional again in future and repairs are not carried out within 10 days, the strictest possible penalty shall be imposed on the Designated Officer.

However, it is both shocking and unacceptable that streetlights were installed without any provision for wiring. This reflects serious lapses on the part of the engineers who prepared the estimates, floated and allotted the tender. How can the engineers even

think of installing poles and street lights in a colony without placing wires in them, making a mockery of the entire system? The Commission requests the Commissioner and Secretary, Urban Local Bodies Department as well as the Director General, Urban Local Bodies Department, to take cognizance of this matter and initiate suitable action against the officials responsible for this lapse as they miserably failed in their duties by keeping the lights non-functional for such an extended period of two years.

With these orders, all three Revisions are hereby disposed of.

5<sup>th</sup> May, 2025

