



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

No. HRSC-020008/56/2025/1696

Dated: 08th May, 2025

To

1. The SGRA-cum-Chief Engineer,
Municipal Corporation, Gurugram.
E-mail: ce@mcg.gov.in
2. The FGRA-cum-Executive Engineer,
Municipal Corporation, Gurugram.
E-mail: eeelec@mcg.gov.in
3. The Designated Officer-cum-Assistant Engineer,
Municipal Corporation, Gurugram.
E-mail: aelect@mcg.gov.in

Subject:- Revision No. AAS24/1363424 - Ethan Rao - Replacement of Street Lights [RTS - 10 Days]- Gurugram- 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 06.05.2025 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

CC: Appellant Ethan Rao for information.

(Sube Khan)

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



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Final Orders

(In respect of Revision No. AAS24/1363424 - Ethan Rao - Replacement of Street Lights [RTS - 10 Days]- Municipal Corporation, Gurugram)

Hearing date: 05.05.2025

Time: 12:45 pm

Case type	Revision on AAS	
Department	Urban Local Bodies	
Name of Service	Replacement of street lights	
Date of application	03.12.2024	
RTS timeline	10 days	
RTS Due Date	17.12.2024	
District	Gurugram	
Name of the Appellant	Ethan Rao	
Designated Officer (DO)	Designation	Assistant Engineer (AE)
	Action taken with date	Service completed on 18.03.2025
	Remarks of DO	"This Appeal Has Been Resolved Hence Kindly Dispose Off This Appeal"
First Grievance Redressal Authority (FGRA)	Designation	Executive Engineer (XEN)
	Date and mode of appeal submitted to FGRA	Auto appeal on 18.12.2024
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	Appeal resolved on 03.01.2025
	Remarks of FGRA	"It is submitted that the complainant has demanding for installation of new street lights Now there is no new lights are available at store A proposal for purchase of 15000 nos of new lights sent to authority which is under consideration Whenever lights are received then lights will be install at site as per requirement Hence keeping in the view of above facts report is submitted for information and necessary action please /"
Second Grievance Redressal Authority (SGRA)	Designation	Chief Engineer (CE)
	Date and mode of appeal submitted to SGRA	Self filed by applicant on 03.01.2025
	Remarks of the Appellant	"Sir why did you spoil both the lights by installing another light on top of the one already installed, which is not needed, and where the light was needed, you removed it and took it with you Ethan Rao/"
	Action taken by SGRA with date	No action

	Remarks of SGRA	NA
Commission	Mode and date of filing of Revision	Auto appeal on 19.02.2025
	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) and 17(1)(d) of the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') were issued to the DO, FGRA and SGRA vide Commission's letter dated 28.02.2025. In response, following replies were received:

- i. **Sh. Manoj Yadav, CE, MC Gurugram:** The reply was received vide letter no. MCG/CE/2025/6274 dated 11.03.2025. The reply stated that the complaint was related to both the repair and installation of new lights. The existing lights were repaired and a letter from the complainant confirming the same was received. Further, approval for the purchase of new lights was granted on 13.02.2025 and the Model Code of Conduct (MCC) was enforced on the same day. The purchase order will now be issued as soon as possible. The letter from the appellant also mentions that the lights in the green belt and market area were repaired and that he had complained about all the faulty lights in Sector-21, Gurugram.
- ii. **Sh. Sachin Yadav, XEN, MCG:** The reply was received vide letter no. MCG/EE-E/2025/6938 dated 19.03.2025, reiterating the same content as of SGRA's reply.
- iii. **Sh. Ashish Kumar, AE, MCG:** The reply was received vide letter no. MCG/AE/2025/6310 dated 11.03.2025, reiterating the same content as of SGRA's reply

The replies were perused and found to be unsatisfactory, as the responses from the DO and SGRA did not explain why timely action for the repair of street lights was not taken, despite multiple instructions from the DULB stating that an inventory of street lights and related components must be maintained at all times. Furthermore, the FGRA misrepresented the issue by stating that the complaint pertain only to the installation of new lights. Therefore, in order to fix accountability in the matter, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 05.05.2025 at 12:45 pm vide Commission's letter no. 1346 dated 08.04.2025.

3. The hearing took place as scheduled, which was attended by the following:
 - i. Sh. Vijay Dhaka, the SGRA-cum-CE, MCG
 - ii. Sh. Sachin Yadav, FGRA-cum-XEN, MCG
 - iii. Sh. Ashish Kumar, DO-cum-AE, MCG

Sh. Ethan Rao, the appellant did not attend the hearing despite being served advance notice. Sh. Manoj Yadav, the then SGRA-cum-Chief Engineer, was also absent.

The respondents— Sh. Ashish Kumar, Sh. Sachin Yadav and Sh. Vijay Dhaka reiterated the contents of their earlier submissions. It was specifically stated that there was a shortage of new streetlights, for which a purchase order had already been placed. It was further submitted that the initial complaint made by Sh. Ethan Rao pertained to the repair of streetlights, which was attended to by arranging the required parts. The respondent also mentioned that he had conducted a joint inspection of Sector-21 along with the complainant and wherever defects were identified, necessary repairs were carried out. A satisfaction letter dated 07.03.2025, signed by the complainant, was also submitted to the Commission in this regard.

4. The Commission has carefully considered all facts and circumstances of the case. Although there was an undue delay in the replacement of streetlights, especially in the light of the Department of Urban Local Bodies' circulars dated 06.03.2023 and 19.09.2024—both instructing timely redressal of such issues by Municipal Authorities, the Commission is inclined to take a lenient view in this instance, owing to the fact that a purchase order for new lights had been placed and the Model Code of Conduct was in operation due to the impending Municipal Corporation elections. Accordingly, the revision is hereby filed. However, the respondents are directed to ensure prompt action in respect of notified services in the future. Any failure to comply shall invite stringent action.

6th May, 2025

