



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. HRTSC/Comp-83/ULB/2025/2273

Dated: 17th June, 2025

To

The Designated Officer-cum-Municipal Engineer,
Municipal Council, Rewari.

E-mail: eomcrwr1@gmail.com eo-rewari@ulbharyana.gov.in

Subject:- Repair of pot holes- Final orders.

I am directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 17.06.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

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Shas

(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 HRTSC/Comp-83/ULB/2025 Repair of potholes (*suo moto* cognizance)- Municipal Council (MC), Rewari]

Date: 17.06.2025

Time: 12.00 noon

Case type	Complaint case (HRTSC/Comp-83/ULB/2025)
Department	Urban Local Bodies
Name of Service	Repair of pot holes
Date of cognizance	02.05.2025 (date of article published in newspaper)
RTS timeline	05 days
RTS Due Date	NA
District	Rewari
Name of the complainant	NA
Designated Officer (DO)	Municipal Engineer (ME)
First Grievance Redressal Authority (FGRA)	Executive Engineer (AE)
Second Grievance Redressal Authority (SGRA)	District Municipal Commissioner (DMC)

2. A *suo moto* cognizance was taken of an article dated 02.05.2025 published in a local newspaper regarding the repair of potholes and a report was sought from the DO-cum-ME, MC, Rewari. A reply was received from Sh. Naresh Kumar, ME, MC Rewari vide memo no. 2101/MCR dated 15.05.2025. The reply stated that the issue had been resolved. It was also mentioned that this road has been included in the CC road work, for which the tender will open on 20.05.2025 and the work order for the new road will be issued soon for execution.

3. Upon perusal of the reply, the Commission noted that the quality of the patchwork done on the road was not satisfactory. Therefore, the DO was directed to redo the patchwork with proper quality filling and submit a report to the Commission by 12.06.2025. Additionally, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 17.06.2025 at 12:00

noon vide Commission's letter no. 2062 dated 04.06.2025. No reply was received from the DO before the commencement of the hearing,

4. The hearing took place as scheduled and was attended by Sh. Naresh Kumar, DO-cum-ME, MC, Rewari. During the hearing, he informed that the work order is likely to be issued shortly and once issued, execution of the work in the concerned area will commence within 15 days.

He was apprised of complaints received from road users and adjoining shopkeepers regarding the poor condition of repaired potholes. It was highlighted that loose stones from the patchwork pose a serious risk to pedestrians and shopkeepers, as they tend to fly off when vehicles pass over them, potentially endangering lives. In response, the ME explained that undertaking further repairs at this stage would result in infructuous expenditure since the concrete (CC) work is scheduled to commence soon. He also mentioned that due to the ongoing rainy season, repairing potholes using bitumen is not feasible. Additionally, as the existing road surface is already of CC type, patchwork using bitumen would face binding issues.

5. The Commission has carefully considered the facts and circumstances of the case. At the outset, it is clarified that the Commission does not intend to direct any action that leads to unnecessary or wasteful expenditure from the Government/ public exchequer. However, in the event of any delay in the award of the new work, it is the responsibility of the Municipal Council to ensure that interim patchwork is executed in a manner that safeguards public convenience and safety.

The Municipal Engineer informed that an estimate of ₹ 1.5 lakhs has already been prepared for interim repairs and therefore, they may exercise this option of spending this additional money if the work order for the new CC road is not allotted, say within next 1 month. While it is understood that engineers are best placed to determine the technical feasibility of such works, they must also ensure that the measures adopted do not cause inconvenience or hazard to the public.

With these orders, this complaint is hereby disposed of.

17th June, 2025

