



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/ 1133

Dated: 19.03.2026

To

The SGRA-cum-Commissioner,
Municipal Corporation, Gurugram.
E-mail: cmc@mcg.gov.in establishment@mcg.gov.in

The FGRA-cum-Joint Commissioner,
Municipal Corporation, Gurugram.
E-mail: jc1@mcg.gov.in

Sh. Pradeep Kumar,
Executive Engineer, MCG.
E-mail: district.mc@mcg.gov.in

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

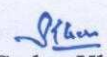
Sh. Neeraj,
Junior Engineer, MCG.
E-mail: rnyadav454545@gmail.com

Sh. Arvind Yadav, Superintendent,
O/o FGRA-cum-Joint Commissioner, MCG.
E-mail: zto1@mcg.gov.in

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

Sir/Madam,

I have been directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 17.03.2026 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

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



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Final Orders

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

Hearing date: 13.03.2026

Time: 03:30 pm

1. These orders are in continuation of the Interim Orders-I dated 23.02.2026, issued vide the Commission's letter No. 843 dated 25.02.2026 in respect of the hearing held on 20.02.2026 at 11:30 am. The operative part of the said orders is reproduced as under:

"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.

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.

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.

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.”

2. In response to interim orders, following replies were received:

- i. A reply was received from Sh. Manoj Ahlawat, Assistant Engineer-1B, Municipal Corporation, Gurugram vide letter no. AE-1B/MCG/2026/6260 dated 03.03.2026. The reply states that the complaint dated 29.09.2025 regarding repair of leakage in the valve/water supply line was received in the office on 01.10.2025. The complaint was attended on 04.10.2025. The valve chamber was cleaned, and necessary repair work was carried out. The chamber was intentionally kept open for approximately 10 days for continuous observation to verify whether the leakage had been properly rectified. No leakage was observed for about 15 days. However, thereafter a minor leakage was noticed, which was again repaired on 21.10.2025. During the same period, one new tubewell boring work was completed and connected to the existing water supply line. Due to increased water pressure after commissioning of the new tubewell, minor leakage

developed at the air valve. Accordingly, the complaint was again attended on 10.11.2025 and 18.11.2025. The work of connecting the tubewell line to the main line took approximately 10–15 days. After proper rectification and monitoring, no leakage was found on 08.12.2025. Thereafter, due to heavy workload and continuous field duties involving numerous daily public complaints, the formal updating/closure of the complaint on the GRS Portal could not be done in time. The complaint was finally marked as resolved on 20.01.2026. Additionally, it has been stated that the delay was neither intentional nor deliberate. The complaint was being physically attended to and rectified from time to time. However, due to field exigencies and oversight in updating the portal, the formal closure was delayed.

- ii. Reply was received from Sh. Neeraj, JE, Municipal Corporation, Gurugram vide letter no. JE/MCG/2026/SPL-III dated 03.03.2026. The reply re-iterated the same contents as mentioned in the DO's reply.
- iii. A reply was received from Sh. Arvind Yadav, Superintendent, O/o FGRA, Municipal Corporation, Gurugram, vide letter dated 05.03.2026. The reply stated that the first appeal was filed before the FGRA on 03.10.2025. On the same day, a notice for hearing was issued to the applicant and the SSI (Senior Sanitary Inspector). However, neither the applicant nor the SSI appeared for the hearing. The hearing was rescheduled several times, i.e., on 13.10.2025, 14.10.2025, 24.10.2025 and 07.11.2025. However, the applicant and the SSI did not appear on those dates. The applicant appeared on 17.10.2025 and requested a hearing but on that date, the SSI was not present. The applicant was requested to appear on the next hearing date i.e., 26.10.2025. However, he did not appear on that date. Thereafter, a final opportunity for hearing was given to the applicant and the SSI on 07.11.2025 but both remained absent. Finally, on 10.11.2025 after discussion with the FGRA-cum-JC-I, an ex parte decision was taken whereby the SSI was directed to provide the service within two days and also to submit an ATR to the office of the FGRA-cum-Joint Commissioner.
- iv. Reply was received from Dr. Naresh Kumar, HCS, Joint Commissioner-I, Municipal Corporation, Gurugram vide letter no. MCG/JC-I/2026/113 dated 06.03.2026. The reply stated that, as per the Gazette Notification, he is the First Grievance Redressal Authority (FGRA) for the service "Installation of Drain Covers". However, as per the delegation of powers, the Engineering Branch is dealing with issues related to the service "Installation of Drain Covers" in the Municipal Corporation, Gurugram. Accordingly, Sh. Pradeep Kumar, Executive Engineer (HQ), MCG is the First Grievance Redressal Authority in the present case. Additionally, it was submitted that the appeal was heard and dismissed on 10.11.2025 on the same day by Sh. Arvind Yadav, Superintendent who is looking after the work of the First Grievance Redressal Authority relating to the services being handled by him. Although the service "Installation of Drain Covers" is being dealt with by the Engineering Branch, Sh. Arvind Yadav heard and dismissed the appeal on 10.11.2025 without any discussion with him.

v. Reply was received from Sh. Pradeep Dahiya, IAS, Commissioner, Municipal Corporation, Gurugram vide letter no. MCG/CMC/2026/6803 dated 06.03.2026. The reply stated that, as per the Gazette Notification issued by the Government of Haryana, the Designated Officer for the concerned service is the Senior Sanitary Inspector and the First Grievance Redressal Authority (FGRA) is the Joint Commissioner, Municipal Corporation, Gurugram. However, as per the existing delegation of powers within the Municipal Corporation, Gurugram, Sh. Manoj Ahlawat, Assistant Engineer, has been assigned the role of Designated Officer and Sh. Pradeep Kumar, Executive Engineer (HQ), MCG, has been assigned the role of FGRA for the said service. As per Notification No. 7/31/2014-3AR dated 16.08.2022, as amended from time to time, appropriate orders have been issued to ensure service delivery and grievance redressal. A proposal for necessary amendments in this regard has been sent to the office of the Director General, Urban Local Bodies (Haryana), Panchkula for appropriate amendment in the Gazette Notification.

3. Further, it has been stated that the First Grievance Redressal Authority (FGRA) in the present matter is Dr. Naresh, HCS, Joint Commissioner, MC Gurugram. The appeal was heard and dismissed on 10.11.2025 on the date of hearing itself. It is further submitted that the said order bears the signature of Sh. Arvind Yadav, Expert/Superintendent, working in the office of Joint Commissioner-I, Municipal Corporation, Gurugram. It has also been stated that the appeal in the instant case was dismissed on 24.12.2025. However, while uploading the order, an unrelated order was inadvertently attached due to oversight, as two orders of a similar category were being uploaded simultaneously. It is further submitted that an opportunity of hearing was duly granted to the Revisionist Sh. Pulkit Ahooja through the AAS Portal for 17.11.2025 prior to the passing of the appellate order. It has further been assured that henceforth all appellate orders shall invariably mention the name of the Appellate Authority in addition to the designation, in accordance with the established practice. Necessary directions have accordingly been issued to all concerned officers to ensure strict compliance with the statutory provisions and procedural requirements in future. Further, to ensure strict compliance with the statutory provisions, prescribed timelines, procedural requirements, and proper use of the Auto Appeal System (AAS) Portal, an in-house training was conducted on 05.03.2026 for all concerned officers/officials of the Municipal Corporation, Gurugram who are dealing with the Auto Appeal System (AAS) Portal.

4.(a) The hearing was held and Interim Orders-II dated 10.03.2026 were issued vide letter No. 997 dated 11.03.2026, which may be considered as part and parcel of these orders. As per the orders, due to the absence of officers for various reasons, the hearing was rescheduled to 3:30 pm on 13.03.2026. The hearing took place as scheduled and was attended by the following:

- i. Sh. Pradeep Dahiya, IAS, SGRA-cum-Commissioner, Municipal Corporation, Gurugram
- ii. Dr. Naresh, HCS, FGRA-cum-Joint Commissioner-I, Municipal Corporation, Gurugram

- iii. Sh. Pradeep Kumar, Executive Engineer, Municipal Corporation, Gurugram
- iv. Sh. Manoj Ahlawat, DO-cum-Assistant Engineer, Municipal Corporation, Gurugram
- v. Sh. Neeraj, Junior Engineer, Municipal Corporation, Gurugram
- vi. Sh. Arvind Yadav, Superintendent, O/o FGRA, Municipal Corporation

(b) The respondents reiterated the contents of their replies which have been incorporated in the preceding paragraphs.

5. The Commission has carefully considered all facts and circumstances of this case and the following is ordered: -

- i. There is a clear delay in execution of the work. Even if it is accepted that after the initial repair, the chamber was deliberately kept open for approximately 10 days for observation and a leakage was subsequently noticed and repaired on 21.10.2025, there is no explanation as to why the portal was not updated to reflect delivery of service on that date. The justification that the leakage developed later due to increased water pressure following commissioning of a new tube well in November 2025 is not tenable. A service cannot be kept open for an indefinite period. Repeated instances of leakage also indicate sub-standard execution of work. Moreover, keeping the drain chamber open for such an extended duration is highly unsafe and exposes the public to serious risks. It is a matter of concern that several incidents have occurred in the past where children have fallen into open drains, resulting in fatalities. Further, even after the leakage reported in November 2025 was rectified on 08.12.2025, the complaint was marked as resolved only on 20.01.2026, i.e., after a delay of one month and twelve days. This would have led the complainant to reasonably believe that no action had been taken. The portal serves as the primary medium of communication between the Municipal Corporation Gurugram and the complainants. Therefore, timely updating of service delivery status is essential and must be done immediately, if not in real time. In view of the above, the Commission is not satisfied with the delivery of service. Accordingly, Sh. Neeraj, JE, and Sh. Manoj Ahlawat, DO, are held guilty of failing to deliver the service within the notified timelines. In exercise of powers under Section 17(1)(h) of the Act, a token penalty of ₹1,000 each is imposed upon them. The Commissioner, MCG, is directed to deduct the said amount from their salaries for March 2026, to be paid in April 2026 and deposit the same in the State Treasury under Receipts Head 0070-60-800-86-51. Compliance be intimated to the Commission along with copies of the challan via e-mail: rtsc-hry@gov.in and a report should be submitted by 13.04.2026.
- ii. From the submissions made by Dr. Naresh and Sh. Arvind Yadav, it is crystal clear that the powers of the FGRA have, in fact, been delegated to the Superintendent, who "*usurped*" these powers and dismissed the appeal on his own. Moreover, it appears that Sh. Arvind Yadav has not gone through Section 6 of the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') and is not aware of the responsibilities and duties of the FGRA under the Act. It is also

evident that, before assigning the duties to Sh. Arvind Kumar or even thereafter, the Joint Commissioner has not cared to apprise him of the rules and responsibilities of the FGRA. The role of the FGRA is not to dispose of appeals by merely hearing both parties as in a court case, but it is his duty to get the work done. Section 6(2) and 6(3) of the Act are very clear in this regard and provide as under:-

(2) On receipt of an appeal under sub-section (1), the First Grievance Redressal Authority shall consider the matter and if, in its opinion the grievances of the eligible person appear to be genuine, it may direct the Designated Officer to provide the service within seven working days, or such period as may be specified by it and in case of default, to appear before it in person and explain reasons thereof.

(3) After affording an opportunity of hearing to the Designated Officer and the eligible person, the First Grievance Redressal Authority may pass a reasoned order in writing either accepting the appeal or rejecting the same. Decision in appeal shall be communicated to both the parties by registered post.

Moreover, there is a contradiction in the reply of Sh. Arvind Yadav and that of the Commissioner, MCG. While the Commissioner, MCG, in his reply has stated that the powers of the DO have been assigned to Sh. Manoj Ahlawat, Assistant Engineer, it is not understood why Sh. Arvind Yadav continued calling the SSI for hearings, who had no role to play in this regard. He repeatedly fixed hearings with the SSI on 13.10.2025, 14.10.2025, 24.10.2025 and 07.11.2025 but the Joint Commissioner did not guide him at all that, that instead of the SSI, he should call Sh. Manoj Ahlawat, Assistant Engineer. This amounts to a clear abdication of responsibilities on the part of Dr. Naresh Kumar, HCS, Joint Commissioner, Municipal Corporation Gurugram, in his capacity as FGRA. Though this case calls for recommendation of departmental action against him in terms of powers vested in the Commission under Section 17(1)(d) of the Act, since this is the first case that has come to the notice of the Commission where a lapse has been found on his part, the Commission is closing the matter qua him advising him to be careful in future. His name is being entered in the Commission's database and in the event that any act of omission or commission on his part comes to the notice of the Commission in future, the present case shall be clubbed with such cases for consideration of appropriate action against him. It is hoped that such an eventuality will not arise. He should be aware of the legal position that such statutory powers under the Act cannot be delegated. He may take assistance from a Superintendent but he shall remain responsible for all actions taken in his name on the portal. It is hoped that such lapses will not be repeated in future and that he will perform his duties as FGRA to ensure delivery of services within the timelines prescribed under the Act.

As far as action against Sh. Arvind Yadav is concerned for passing orders without authority from the FGRA-cum-Joint Commissioner as is evident from the reply of Dr. Naresh, same is directed to be taken by the Commissioner, MCG under intimation to the Commission by 10.04.2026.

- (iii) The powers of FGRA are statutory powers and unless a gazette notification is done amending this, Joint Commissioner shall continue to be the FGRA for this service and if any orders in this regard have been passed making Sh. Pradeep Kumar, XEN as the FGRA, the same should be withdrawn immediately. A Joint Commissioner can function as FGRA irrespective of whether the Engineering Branch is working under him or not. He is only required to hear the concerned officials and ensure that the service is delivered. Therefore, the Commissioner, MCG, is directed to withdraw the orders mentioned in his reply immediately.

With these orders, this revision is hereby disposed of with the hope that in a millennium city like Gurugram, three months will not be taken just for installation of drain covers, which may prove fatal to citizens and the public at large.

17th March, 2026

