

Through e-mail only



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-020008/166/2025/209

Dated: 13th Jan 2026

To

The SGRA-cum-Chief Engineer,
Municipal Corporation, Gurugram.

The FGRA-cum-Executive Engineer,
Municipal Corporation, Gurugram.

The Designated Officer-cum-Assistant Engineer,
Municipal Corporation, Gurugram.

E-mail: ae8@mcg.gov.in mcgae1b@gmail.com

Subject: Revision No. AAS25/1642436/ULB- Sumit Kumar- Water leakages/ sewerage blocked/overflow (In case of Municipal Corporation, Gurugram, Faridabad, Karnal and Sonapat) [RTS - 2 Days]- Gurugram- Interim orders-II.

I have been directed to invite reference to the subject cited above and to send herewith a copy of Interim orders-II dated 08.01.2026 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission. **The next hearing in the matter will be held only with Chief Engineer and Assistant Engineer on 20.01.2026 at 10:30 am. The link for the VC will be shared through the AAS Portal and one day prior to the hearing through email as well.**

(Sube Khan)

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

CC: A copy of the above is forwarded to Appellant Sumit Kumar (through AAS) for information and to attend the hearing through VC. The link to VC will be shared a day before the scheduled date.



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Interim Orders-II

(In reference to Revision No. AAS25/1642436/ULB- Sumit Kumar- Water leakages/sewerage blocked/overflow (In case of Municipal Corporation, Gurugram, Faridabad, Karnal and Sonapat) [RTS - 2 Days]- Gurugram)

Hearing date: 07.01.2026

Time: 11:00 am

Case Type	Revision on Auto Appeal System (AAS)	
Department	Urban Local Bodies	
Name of Service	Water leakages/sewerage blocked/overflow	
Date of Application	24.05.2025	
RTS Timeline	2 days	
RTS Due Date	27.05.2025	
District	Gurugram	
Name of the Revisionist	Sh. Sumit Kumar	
Designated Officer (DO)	Designation	Assistant Engineer-1B, Municipal Corporation, Gurugram
	Action taken with date	Service completed on 31.07.2025
	Remarks on SARAL	"Complain Has Been Resolved"
First Grievance Redressal Authority (FGRA)	Designation	Executive Engineer, MCG
	Date and mode of appeal submitted to FGRA	Auto appeal on 28.05.2025
	Remarks of the Revisionist	NA
	Action taken by the FGRA with date	No action
	Remarks of FGRA	NA
Second Grievance Redressal Authority (SGRA)	Designation	Chief Engineer, MCG
	Date and mode of appeal submitted to SGRA	Auto Appeal on 11.07.2025
	Remarks of the Revisionist	NA
	Action taken by SGRA with date	No Action
	Remarks of SGRA	NA
Haryana RTS Commission (HRTSC)	Mode & Date of filing of Revision	Auto appeal on 27.08.2025
	Remarks of the Revisionist	NA
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. A hearing in above case was done on 10.11.2025 for which Interim Orders-I dated 14.11.2025 were issued vide letter no. 4811 dated 15.11.2025. Vide the said Interim Orders, the Designated Officer was directed to submit a detailed report by 28.11.2025, confirming the completion of the new sewer line. A show-cause notice was also issued to the FGRA and SGRA to explain why departmental action should not be recommended against them for their inaction on the appeals and absence during the hearing.

3. In response, the following replies were received:

i. Sh. Manoj Ahlawat, Assistant Engineer-1B, Municipal Corporation, Gurugram:

Reply received vide letter no. AE-1B/MCG/2025/32540 dated 02.12.2025. The reply stated that the complaint had been resolved at the site by the MCG.

ii. Sh. Pardeep Kumar, Executive Engineer (HQ), Municipal Corporation, Gurugram: Reply received vide letter no. EE-HQ/MCG/2025/33050 dated 04.12.2025. It was stated that the reply to the revision had already been furnished earlier by the concerned Assistant Engineer, Municipal Corporation, Gurugram vide memo dated 02.12.2025. As reported by the Assistant Engineer, the site was inspected and necessary corrective action was taken. The issue of sewerage overflow and water stagnation at the complainant's location now stands resolved and photographs have been enclosed in support of this claim. It was further stated that the appeal target date was 10.07.2025, which is prior to the joining of the present Executive Engineer (HQ), MCG, therefore, the delay or inaction cannot be attributed to the present incumbent. He further stated that he could not join the video conferencing hearing due to an urgent official meeting and conveyed a formal apology for his absence.

iii. Sh. Vijay Dhaka, Chief Engineer, Municipal Corporation, Gurugram: Reply received vide letter no. CE/MCG/2025/32587 dated 02.12.2025, reiterating the contents of the reply of the DO.

4. Further, an e-mail dated 21.11.2025 was received from the Revisionist, stating that despite repeated assurances by JE Neeraj Yadav, the sewerage issue remained unresolved, with foul-smelling sewage water flowing openly on the road and mud spread across the colony, leaving no clean passage for residents. He alleged that photographs depicting the poor condition were repeatedly shared with JE Neeraj Yadav and SDO Manoj Ahlawat but no effective action was taken and only assurances were given. He further alleged that a manhole located in the middle of the main road had remained broken and uncovered for the past three months, despite repeated requests for reconstruction of the slab to prevent accidents and stop sewage overflow. According to him, several vehicles have already fallen into the open manhole and even school buses are unable to pass through the road.

5. Upon perusal of the case details, the Commission found the reply of the FGRA satisfactory. Hence, the show-cause notice issued to the FGRA was filed. However, the replies of the DO and SGRA were found to be unsatisfactory. Therefore, to proceed further in the matter, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 07.01.2026 at 11:00 am, vide Commission's letter no. 5479 dated 29.12.2025.

6.(a) The hearing took place as scheduled, which was attended by the following:

- i. Sh. Manoj Ahlawat, Designated Officer-cum-Assistant Engineer, Municipal Corporation, Gurugram
- ii. Sh. Sumit Kumar, Revisionist

Sh. Vijay Dhaka, SGRA-cum-Chief Engineer, Municipal Corporation, Gurugram did not attend the hearing. An email was received from him on 06.01.2026 at 3:34 pm requesting that a separate date may be fixed for the hearing without specifying any reason. However, the hearing was not postponed and it was held as per schedule with the DO and the Revisionist.

(b) The Revisionist reiterated that a permanent solution to the sewage problem has not been implemented so far and alleged frequent sewage overflow in his street. In this regard, he stated that he had approached Sh. Manoj Ahlawat on several occasions but no effective response was received. He further submitted that a WhatsApp group was created, in which Shri Manoj Ahlawat was also added, though the response therein was not satisfactory. He also raised issues relating to a broken sewer manhole and non-restoration of the road; however, these issues are not relevant to the present case as they are not part of the original complaint. The Revisionist, however, admitted that there has been no sewer water overflow in his street for the past about one week.

(c) Sh. Manoj Ahlawat stated that the sewer line in the Revisionist's street has already been laid and that there is no sewer overflow, in support of which he shared photographs. He further stated that the manhole has also been repaired and photographs of the same were shared. However, upon being interjected by the Revisionist, Shri Manoj Ahlawat admitted that although there is no sewer overflow in the Revisionist's street, the sewer water from four adjoining streets, where the sewer line is yet to be laid, flows towards the Revisionist's street. He submitted that this issue would be resolved only after the sewer lines are laid in those four streets. When asked to explain the non-compliance of the direction contained in Para No. 7(i) of the interim order dated 14.11.2025 of the Commission, he had no specific reply and stated that the No Objection Certificate (NOC) from GAIL had not yet been received. He added that the application for NOC had been submitted around 2 to 2½ months ago, but there was no response for a considerable period as the wrong applicant category had been selected as "*client*" instead of "*Government*," for which no fee is payable. He stated that the error has now been rectified and the application has been re-

submitted. It is expected that the NOC will be received within a maximum period of one week. Thereafter, it would take approximately three months to lay the sewer line and a further four months for restoration of the road.

7. The Commission has considered all the facts and circumstances of the case. It is evident that the main direction of the Commission has not been complied with till date, for which not only Sh. Manoj Ahlawat but also his supervisory officers, namely Sh. Pardeep Kumar, XEN and Sh. Vijay Dhaka, Chief Engineer, are squarely responsible. It is surprising and unfortunate that senior officers of MCG were unable to correctly apply for a No Objection Certificate (NOC) from a Government organization like GAIL, resulting in a delay of about 2½ months. During the last hearing, it was categorically stated that after receipt of the NOC, the sewer line would be laid within two weeks. This assurance was incorporated in the Interim Orders of the Commission dated 15.11.2025. If the said time frame was incorrectly stated or if laying of a new sewer line required more than two weeks, the concerned officers ought to have informed the Commission accordingly. However, till date, no report has been submitted either by the DO or the XEN or the Chief Engineer explaining the obstacles faced in obtaining the NOC. This clearly indicates that no one is monitoring compliance with the directions of the Commission. Accordingly, this is a fit case for imposition of penalty upon the DO for failure to deliver the notified service within the prescribed time and recommendation of departmental action against the supervisory officers. However, since the matter relates to laying of a new sewer line, the penalty provisions are not being invoked at this stage. Sh. Vijay Dhaka, Chief Engineer, is directed to explain the delay in obtaining the NOC from GAIL and in execution of the work, by 19.01.2026. The next hearing shall be held only of Shri Vijay Dhaka, Chief Engineer and Sh. Manoj Ahlawat, DO at 10:30 am on 20.01.2026. Shri Vijay Dhaka shall also be heard on the said date as to why departmental action under Section 17(1)(d) of the Act should not be recommended against him.

8. In the meantime, Sh. Manoj Ahlawat is directed to submit geo-tagged photographs of the Revisionist's street clearly showing that there is no sewer blockage or overflow as claimed by him. If the same is found to be correct, the present Revision petition filed by Sh. Sumit Kumar shall not be continued in future as new issues cannot be added for an indefinite period in the same Revision petition. However, it shall remain open to him to file a separate complaint in respect of any other grievance, in accordance with the provisions of the Act. The reply of Sh. Manoj Ahlawat should reach the Commission by 16.01.2026 via e-mail: rtsc-hry@gov.in.

8th January, 2026

