



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

No. HRTSC/Comp-204/ULB/2024/ *700*

Dated: 18<sup>th</sup> Feb 2025

To

1. The Chief Administrator,  
Haryana Shehri Vikas Pradhikaran.  
E-mail: [hsvp.rts@gmail.com](mailto:hsvp.rts@gmail.com)
2. The Director General,  
Urban Local Bodies, Haryana.  
E-mail: [deputymcdulbhry@gmail.com](mailto:deputymcdulbhry@gmail.com)
3. The Estate Officer-II,  
HSVP, Gurugram.  
E-mail: [eoggnhuda2@gmail.com](mailto:eoggnhuda2@gmail.com)
4. Sh. Manoj Yadav,  
SGRA -cum- Chief Engineer,  
Municipal Corporation, Gurugram.  
E-mail: [cmc@mccg.gov.in](mailto:cmc@mccg.gov.in)
5. Sh. Anil Kumar,  
Executive Engineer-V, HSVP, Gurugram.  
E-mail: [xen5hsvpaggm@gmail.com](mailto:xen5hsvpaggm@gmail.com)
6. Sh. Sanjeev Kumar,  
FGRA-cum-executive Engineer-III,  
Municipal Corporation, Gurugram.
6. Sh. Krishan Kumar,  
DO -cum- Assistant Engineer-III,  
Municipal Corporation, Gurugram.

**Subject: Revision No. AAS24/1030972-Sandeep Kumar- Water Supply and Sewerage Connection [RTS - 7 Day] - Gurugram - Final orders.**

Sir/Madam,

I have been directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 02.01.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary compliance, please.

*Skhans*

(Sube Khan)

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

CC: Sh. Sandeep Kumar (E-mail: [sk9811141515@yahoo.com](mailto:sk9811141515@yahoo.com)) for information.

*Skhans*

(Sube Khan)

Under Secretary-cum-Registrar,  
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**Final orders**

**(In respect of complaint case No. HRTSC/Comp-204/ULB/2024- Water supply and sewerage connection - Complaint of Sh. Sandeep Kumar)**

Hearing date: 20.01.2025

Time: 11:15 am

1. These orders are in continuation of Commission's interim orders dated 02.01.2025, conveyed vide Commission's letter No. 5916 dated 03.01.2025. The operative part of the same is as under:-

*"It is extremely unfortunate that despite complaining on the highest forum of the state on 19.04.2023, no action has been taken till date either by the MCG or by HSVP who are working in silos. From the contentions of the respondents at the time of hearing, it is evident that it has been considered as no man's land and resultantly, no action has been taken. There are conflicting claims whether the area belongs to MCG or HSVP and both are shying away from the responsibilities on this pretext. Therefore, the EO-II, HSVP and XEN-III, MCG are directed to check the papers and jointly report to the Commission by tomorrow evening whether the area falls in the domain of MCG or HSVP for maintenance purposes. In case, there is a difference of opinion between EO-II, HSVP and XEN-III, MCG then the Director, Urban Local Bodies Department and Chief Administrator, HSVP are requested to be physically present in the Commission at 11:15 am on 20<sup>th</sup> January, 2025 to sort out this issue.*

*At the same time, EO-II, HSVP is also directed to send the following information to the Commission: -*

- i. When the sewer line in this shopping complex was laid?*
- ii. When the storm water line in this shopping complex was laid?*
- iii. When the payments were constructed?*
- iv. When the roads were constructed?*
- v. When the electrification of the shopping complex was done?"*

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

- i. From Ms. Belina, HCS, EO-II, HSVP Gurugram vide letter No. 131 dated 03.01.2025, stating as under:-**

*"It is submitted that as per report received from Executive Engineer, HSVP, Division No. V and Electrical Gurugram, the point wise information as mentioned in para No. 7 of the above referred letter is as under:-*

1. The sewer line in Shopping complex sector 46, Gurugram was laid on 28.09.2008.

2. The storm water line in Shopping complex sector 46, Gurugram was laid on 07.04.2006.

3. The payments were partly constructed in Shopping complex sector 46, Gurugram.

4. The roads were constructed in Shopping complex sector 46, Gurugram on 03.11.2010.

5. The electrification works were completed in Shopping complex sector 46, Gurugram and handed over to MCG vide letter No. 6117 dated 03.10.2016.

**The executive Engineer, HSVP, Division No. V, Gurugram has further submitted that:-**

1. All the sectors which have been developed by HSVP has been transferred to MCG Vide letter No. 5105-06 dated 20.04.2016 and further again vide letter No. 51724 to 742 dated 22.07.2017. The shopping centre and Community centre has been transferred to MCG (copy attached).

2. It is further stated that a sum of Rs. 265.57 crore has been deposited vide letter No. 100633 dated 18.05.2018 to ULB for development of works in sectors transferred to ULB.

3. The water supply/sewer connections for Shopping Centre are MCG and also charging the bill regarding water and sewerage.

4. The sanitation work is being done by MCG regularly in all shopping centres.

5. The Executive Engineer, HSVP, Division No. V, Gurugram has written a letter vide Memo No. 122 dated 11.03.2019 to Commissioner, MCG and sent all the relevant record to MCG.

In light of above facts, it can be clearly established that the MCG has taken over the services in residential as well as commercial area of sectors transferred to them and selectively maintenance services cannot be denied given the facts that they are sanctioning the connection for water supply and sewerage and charging the bills as well.

It is further submitted that as per letter of Executive Engineer-III, MCG, he does not agree with above facts and has submitted his representation vide letter No. 512 dated 03.01.2025.”

ii. **From Sh. Sanjeev Kumar, XEN-III, MCG vide letter No. EE-III/MCG/2025/512 dated 03.01.2025 addressed to the EO-II, HSVP Gurugram, stating the following:**

“With reference to subject cited above, it is kindly submitted here that this complaint has been received on CM Window Portal vide above mentioned CM Window No. on 01.02.2023, regarding leakage of sewerage water T-point of Medinova CGHS & Harish Bakery, Sector-56, Gurugram and the same has been transferred on AAS Portal vide AAS No. AAS24/1028294 on 04.06.2024.

In this regard, it is submitted that the said area i.e. Commercial Site/Shopping Centers in HSVP, Sector-46, Gurugram under the jurisdiction of HSVP, Division No. V, Gurugram and which is not handed over till date.

*It is also appropriate to mention here that a letter address to the Commissioner, MC, Gurugram by Executive Engineer, HSVP Division-V, Gurugram bearing memo no. 122 dated 11.03.2019 to take over the charge of the said area. Further the above said sites are still not handed over to the MCG till date.*

*Hence, it is to kindly inform you that the said area falls under the jurisdiction of HSVP, Gurugram as on date and action taken report of the said complaint may be submitted by HSVP Deptt.”*

3. The hearing took place as scheduled, which was attended by the following:

- (i) Ms. Balina, EO-II, HCS through V.C
- (ii) Sh. Anil Kumar, SE, HSVP on behalf of Chief Administrator, HSVP in person.
- (iii) Sh. Anand Aggarwal, EE, HSVP, Panchkula on behalf of Director General, ULB, Haryana in person.
- (iv) Sh. Sanjeev Kumar, XEN-III, MCG through V.C
- (v) Sh. Sandeep Kumar, appellant through V.C

A joint reply was received from Engineers of MC, Gurugram and HSVP bearing memo no. 19243 on 18.01.2025. From the perusal of this reply, it is clear that this area has not been taken over by MCG till date. There was a unilateral transfer letter from HSVP which was addressed to Commissioner, MCG on 11.03.2019 but it has not been signed by any officers of MCG. Therefore, this area remains the baby of HSVP. A joint visit was also conducted by the Engineers of HSVP as well as MCG on 18.01.2025 at 11:30 am and it was found that there have been no instances of sewer overflow within the market place. However, during the visit, water leakage in the pipeline of shop owners was detected and same was rectified by them. It has also been informed that though the area was not taken over by MCG but it has prepared an estimate of Rs. 62 lakhs for Sector 46 area and for footpath construction, HSVP has called a tender in front of DS-198. For the balance infrastructure/ underdeveloped area, work will be completed in four months by HSVP. During the hearing, Sh. Anand Aggarwal verbally stated that they are willing to take up the shopping area after completion of these works by HSVP. However, sweeping is already being done by the MCG staff.

4. From the above correspondence and sequence of events, it is clear that despite lodging of complaint on CM Window, the jurisdiction itself was not defined. MCG and HSVP were throwing the ball in each other's court without caring for the plight of the residents of that area. With the efforts of the Commission, now at least, it has been determined that this area was never transferred by HSVP

to MCG and, therefore, XEN, HSVP, Division no. V Gurugram will remain responsible for any leakage of storm water/sewerage etc., till this area is taken over by MCG. Though this case is being closed as there is no leakage of storm water or sewerage in that area as per the report but if any problem is detected, the complainant is advised to lodge complaint with XEN, HSVP, Division no. V (email id. [xen5hsvpggm@gmail.com](mailto:xen5hsvpggm@gmail.com)) and in case the balance works are not completed by the MCG or HSVP as committed by them in maximum period of six months from today, the complainant will be free to get this complaint revived after which necessary action against the delinquents officials shall be taken. Copies of the replies received and quoted in this order are being enclosed for information and record of the complainant so that he can pursue his case with concerned authorities in future.

11<sup>th</sup> February, 2025

Encl. as above

