

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-020008/147/2025/3810

To

Dated: 09th Sep 2025

1. Dr. Vijay Pal Yadav, HCS
Additional Municipal Commissioner, Faridabad.
E-mail: cmc-faridabad@ulbharyana.gov.in
2. Sh. Ombir, SGRA-cum-Superintending Engineer,
Municipal Corporation, Faridabad.
3. Sh. Harish Kumar, FGRA-cum-Executive Engineer,
Municipal Corporation, Faridabad.
4. Sh. Surender Khattar, Designated Officer-cum-Assistant Engineer,
Municipal Corporation, Faridabad.
5. Sh. Parveen Sharma, Junior Engineer,
Municipal Corporation, Faridabad

Subject:- Revision No. AAS25/1572248/ULB- Rahul Maurya - Water leakages/ sewerage blocked/overflow (In case of Municipal Corporation, Gurugram, Faridabad, Karnal and Sonapat) [RTS - 2 Days] - Faridabad- Interim orders.

Sir,

I have been directed to invite reference to the subject cited above and to send herewith a copy of interim orders dated 05.09.2025 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary action, please.

Additionally, all the above officers are directed to submit their replies on the Commission's mail: rtsc-hry@gov.in by 19.09.2025, failing which the Revision will be decided ex parte based on available record. The replies must be sent through Commission's e-mail ID of the Commission. i.e. rtsc-hry@gov.in and a physical copy of the same must not be sent. The reply must be signed by mentioning name and designation, without which it will not be entertained.

(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 the appellant Rahul Maurya (through AAS portal) for information.



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Interim Orders

(In respect of Revision No. AAS25/1572248)

Hearing date: 04.09.2025

Time: 12:00 noon

Case Type		Revision on Auto Appeal System (AAS)
Department		Urban Local Bodies
Name of Service		Water leakages/ sewerage blocked/overflow
Date of Application		02.05.2025
RTS Timeline		2 Working Days
RTS Due Date		06.05.2025
District		Faridabad
Name of the Revisionist		Sh. Rahul Maurya
Designated Officer (DO)	Designation	Assistant Engineer, Municipal Corporation, Faridabad
	Action taken with date	Under Process
	Remarks on SARAL	"No Remarks"
First Grievance Redressal Authority (FGRA)	Designation	Executive Engineer, Municipal Corporation, Faridabad
	Date and mode of appeal submitted to FGRA	Auto appeal on 07.05.2025
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	No action
	Remarks of FGRA	NA
Second Grievance Redressal Authority (SGRA)	Designation	Superintending Engineer, Municipal Corporation, Faridabad
	Date and mode of appeal submitted to SGRA	Auto appeal on 20.06.2025
	Remarks of the Appellant	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 04.08.2025
	Remarks of the Appellant	NA
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. Upon perusal of the Revision details on the Auto Appeal System (AAS), it was found that no action was taken by the DO, FGRA and the SGRA. Taking cognizance of the matter, notices under Section 17(1)(h) to the DO and under Section 17(1)(d) to the FGRA and SGRA were issued in accordance with the provisions of the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act'). Additionally, the DO, FGRA and SGRA were directed to appear before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 01.09.2025 at 12:00 noon, conveyed vide

Commission's letter dated 07.08.2025. The hearing was rescheduled to 04.09.2025 at 12:00 noon due to administrative reasons.

3. (a) The hearing took place as scheduled, which was attended by the following:
- i. Sh. Harish Kumar, XEN, Division No. IV, Municipal Corporation, Faridabad
 - ii. Sh. Surender Khattar, Designated Officer-cum-Assistant Engineer, Municipal Corporation, Faridabad.
 - iii. Sh. Parveen Sharma, Junior Engineer, Municipal Corporation, Faridabad
- (b) Sh. Rahul Maurya, Appellant, did not join because his work has been done, and he has not only expressed his satisfaction but has also withdrawn his complaint, which he informed to the Commission's official via WhatsApp.
- (c) Sh. Surender Khattar stated that he was not aware of the filing of the complaint, which came to his notice only yesterday, and he has got it delivered today itself through Sh. Parveen Sharma, JE.
- (d) Sh. Harish Kumar, XEN, stated that Sh. Nitin Kadiyan, another XEN of NIT Division, is the Nodal Officer in RTS cases, and therefore, this appeal was not escalated to him, because of which he was not able to take any action.
4. (a) The Commission has carefully considered all facts and circumstances of this case. It is extremely unfortunate that a complaint, for which the notified timeline is two days, has been resolved only after five months and two days i.e. on 04.09.2025. The complaint was lodged on the dedicated portal developed by the Directorate of Urban Local Bodies, namely "*e-Samadhaan*". Therefore, it was expected that the complaint would be forwarded directly into the account of the DO. Instead, it reached the Junior Engineer only on 08.08.2025. The movement of this complaint is attached at Annexure-A.
- (b) From the movement, it is evident that after the filing of the complaint by the citizen on 02.05.2025, it was marked by Dr. Vijay Pal Yadav, Additional Commissioner, Municipal Corporation, Faridabad to Sh. Ombir Singh, SE on 17.05.2025 for necessary action. The first mistake was committed here itself, since for a service with a two-day RTS timeline, the Additional Commissioner took 15 days merely to forward the complaint to the SE.

Thereafter, Sh. Ombir Singh sent it to one JE, Sh. Ajit Singh, only on 29.07.2025—after a delay of two months and 12 days. On 07.08.2025, JE, Sh. Ajit Singh returned it to the SE, stating that the complaint pertained to Ward No. 3 and not Ward No. 4. Consequently, the SE sent it to JE Sh. Parveen Sharma on 08.08.2025 with the remark "*resolve immediately*", but no action was taken until issuance of notice by the Commission.

This clearly proves that the grievance-handling system for complaints lodged on the dedicated portal of DULB has completely collapsed in the Municipal Corporation, Faridabad. There is little purpose in a grievance first going to the Additional Commissioner, then to the SE, and from there being sent directly to a JE, bypassing the XEN and the SDO-cum-Designated Officer. Ideally, the complaint should have gone directly to the Designated Officer, i.e., the Assistant Engineer, who could then forward

it to the concerned JE since he would be aware of the correct assignment. Unfortunately, even the SE was unaware of the correct JE for resolution of the case. As a result, after taking more than two months to mark the matter to JE, Sh. Ajit Singh—who was not concerned with the case—the SE, upon its return, marked it to the correct JE only on 08.08.2025. Thereafter, JE, Sh. Parveen Sharma sat over the matter for another 25 days, until the Commission issued notice.

- (c) Therefore, all the officers involved in the processing of this case are guilty of acts of omission and commission. Accordingly, a notice is hereby issued to Sh. Parveen Sharma, JE, as to why a penalty of ₹20,000/ should not be imposed upon him under Section 17(1)(h) of the Act for failure to take timely action. Further, a notice under Section 10 of the Haryana Right to Service Commission (Management) Regulations, 2015 is hereby issued to Sh. Ombir, Sh. Surender Khattar, and Sh. Harish Kumar, as to why departmental action may not be recommended against them to the State Government in exercise of powers vested under Section 17(1)(d) of the Act. Dr. Vijay Pal Yadav, Additional Municipal Commissioner is also directed to explain as to why he took 15 days to mark the grievance to the SE.

All the above officers are directed to submit their replies on the Commission's mail: rtsc-hry@gov.in by 19.09.2025, failing which the Revision will be decided ex parte based on available record.

5th September 2025

