



**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-66/PHED/2025/ 2301**

**Dated: 19<sup>th</sup> June 2025**

To

The Commissioner & Secretary to Govt., Haryana,  
PHED Haryana.

The FGRA-cum-Executive Engineer,  
PHED Hansi, Haryana.  
E-mail: [eehansi@gmail.com](mailto:eehansi@gmail.com)

The Designated Officer-cum-Sub Divisional Engineer,  
PHESD No. 2, Hansi.  
E-mail: [phesd2hansi@gmail.com](mailto:phesd2hansi@gmail.com) [sehisarcircle@gmail.com](mailto:sehisarcircle@gmail.com)

**Subject:- Restoration of Water Supply due to minor problems i.e. fault in pumping machinery, electric wiring, distribution systems etc. - Complaint of Sh. Kuldeep Singh- Final orders**

I am directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 13.06.2025 passed by 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](mailto:rtsc-hry@gov.in)

CC: Sh. Kuldeep Singh (Contact no. 9467059997, email: [gautamhisar@rediff.com](mailto:gautamhisar@rediff.com)) for information.

(Sube Khan)

Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
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**Final orders**

**(In respect of HRTSC/Comp-66/PHED/2025 Restoration of Water Supply due to minor problems i.e. fault in pumping machinery, electric wiring, distribution systems etc. - Complaint of Sh. Kuldeep Singh)**

**Date: 12.06.2025**

**Time: 11:15 am**

1. These orders are in continuation of the Commission's interim orders dated 08.05.2025, conveyed vide letter No. 1726 dated 13.05.2025. The operative part of the same is as follows:

*"It has been brought to the notice of the Commission that a certificate dated 01.08.2022 has been submitted to the Government under the scheme 'हर घर जल-प्रमाण' and this has been signed by not only the XEN but the other two officials, probably the SDO and the JE which also certifies that water has been provided to each and every household through individual connections. It is not possible that within just about 2 years of submission of the certificate, those pipelines have been worn out necessitating laying of the new DI pipelines. Either that certificate was wrong or the statement of the DO is wrong and they have prepared the estimate to replace the pipeline for reasons which are not genuine. When these facts were told to the SDE informing that this is a fit case wherein penalty should be imposed upon her being designated officer to be recoverable from her salary, she sought 3 days time to make alternative arrangements so that the complainant receives water supply. The request was accepted and she was given time up to 13.05.2025 to submit a reply after making the arrangements as promised, failing which the Commission will be constrained to impose a penalty on her for failing to provide a notified service within the prescribed timelines.*

*The XEN is also directed to intimate as to why no steps were taken in this case and the complaints were repeatedly closed despite submission of the certificate by the XEN to the Government, copy of which is enclosed with these orders. His reply should reach the Commission through email by 13.05.2025 positively."*

2. In response to the Commission's interim orders, a reply was received from the XEN, PHED Hansi vide letter No. 9768 dated 15.05.2025. The reply simply stated that sufficient water supply is reaching the house of the complainant. However, no reply was received from the Designated officer.
3. To fix the responsibility in the matter for frivolously resolving the three complaints, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 12.06.2025 at 11:15 am vide Commission's letter no. 1991 dated 28.05.2025.
4. (a) The hearing took place as scheduled, which was attended by:
  - (i) Smt. Sheela, Designated Officer-cum-SDE, PHESD No. 1, Hansi
  - (ii) Shri Gautam, representative of Sh. Kuldeep Singh, complainant



Sh. Sanjeev Kumar Tyagi, FGRA-cum-XEN, PHE Division, Hansi did not attend the hearing despite communication to this effect conveyed vide ibid letter to his email id, i.e., [eehansi@gmail.com](mailto:eehansi@gmail.com). Interim orders dated 08.05.2025 were also sent to this email id only, in response to which, a reply dated 15.05.2025 was also received. It proves that he is using this email id for official communications.

- b) DO-cum-SDE was asked as to why no reply was sent by her despite categorical orders of the Commission dated 08.05.2025. These orders were sent to the email id of the Superintending Engineer (SE) at [sehisarcircle@gmail.com](mailto:sehisarcircle@gmail.com) because she had failed to share her email id with the Commission despite being contacted by Ms. Rozy, Assistant. She had promised that she would share her email id but it was not done. Consequently, the orders were shared at the email id of SE besides XEN's email id. She stated that she had not received the orders of the Commission. It was then stated that if she had attended the last hearing, she should have expected an order also and if no order had come to her notice, she should have inquired with the Commission or her superiors about the passing of any orders/directions.

She has shown very irresponsible behaviour in dealing with this complaint. The earlier complaints of the complainant had been wrongly closed by her subordinate officers/officials and when she was asked for doing the same, she did not submit any reply. She has also not submitted a reply to any of the observations regarding the preparation of new estimates of the DI pipes, despite furnishing a certificate to the Government under 'हर घर जल'. She stated that she will send the reply now.

- (c) The representative of the complainant stated that although the main complaint has been redressed but the street has not been repaired and restored to its original position. He also thanked the Commission for ensuring that he and his family got the rightful supply of water. Regarding non-repair of the street, Smt. Sheela stated that the son of the contractor who has been allotted this work, has unfortunately died about 15 days ago and she will get it done as expeditiously as possible.

5. The Commission has carefully considered the facts and circumstances of the case. The irresponsible behaviour of the SDE, who is the Designated Officer for providing this service is evident in this case. The notified period for this



service is just 3 days and for the application dated 03.02.2025, the RTS due date was 06.02.2025 but the water supply has been restored only after the interim orders of the Commission dated 08.05.2025. His earlier three complaints had been wrongly closed as mentioned in detail in the interim orders of the Commission dated 08.05.2025. The agony of the complainant can be gauged from his email dated 12.06.2025 which read as under:-

*"Insofar as the responsiveness of the SDE, PHED, Hansi is concerned, it is amply clear that the officer's conduct was both, negligent and indifferent. While it falls upon their superiors to hold them accountable, as an ordinary citizen, securing even a routine public service proved to be an unnecessary ordeal. Such apathy undermines public trust in the administration".*

Therefore, finding the DO-cum-SDE guilty of not delivering the service within the notified timelines, the Commission, in exercise of its powers under Section 17 (1)(h) of the Act, imposes a penalty of Rs.10,000/- on Smt. Sheela, the Designated officer -cum- SDE and also orders her to pay a compensation of Rs.5,000/- to the complainant. The XEN is directed to ensure that these amounts are deducted from her salary of the month of June, 2025 to be paid in July, 2025 and also to ensure that the penalty amount of Rs.10,000/- is deposited in the State Treasury under the Receipts Head 0070-60-800-86-51 and compensation amount of Rs.5,000/- is paid to the complainant i.e. Shri Kuldeep Singh by crediting the amount in his Bank Account. Shri Kuldeep Singh is requested to share the following details with the XEN as well as with the Commission:-

- (a) Name of the Bank
- (b) Name of the Account holder in the Bank
- (c) Bank Account Number
- (d) Address of the Bank
- (e) IFSC Code

6. As far as the role of Shri Sanjeev Kumar Tyagi, FGRA-cum-XEN, PHED Division, Hansi, is concerned, that is also far from satisfactory. He was specifically directed to intimate as to why no steps were taken by him in this case. Complaints were repeatedly closed despite submission of certificate by the XEN to the Government, copy of which was enclosed with the interim orders. He has not cared to read the orders of the Commission at all and has simply sent a reply mentioned hereinbefore. Moreover, he was not present for the hearing held today without any intimation to the Commission. It shows not only his carelessness in discharging his official duties but also gross negligence in his supervisory duties. He is the First Grievance Redressal Authority of this service and therefore, it was his duty under the Act to redress



the grievance of the complainant. He closed the first complaint dated 03.02.2025 with the following remarks:

*"As reported by the concerned JE that the complaint has been rectified. Hence close the complaint."*

The second complaint, dated 08.03.2025 (inadvertently written as 08.05.2025 in the interim orders dated 08.05.2025), was also closed by him by giving the following remarks:

*"This is a demand not complaint and Estimate for new pipe line is prepared on HEWP Portal (PUII/2023 24/144252) of amount to Rs.157.32 Lacs and sent to higher authority for approval. It will be take time 450 days. hence closed the complaint."*

The third complaint dated 17.03.2025, was also closed with the remarks:

*"As reported by the concerned JE that the complaint has been rectified. Hence, close the complaint."*

As per the provisions of Section 6 of the Act, he was supposed to give a hearing to the complainant before closing the same just based on the report of the subordinate officers. This has been pointed out by the Commission in many orders and in fact, a sensitization-cum-training session of all the senior officers of the Department, including SDEs, XENs and SEs was also conducted on 18.09.2024 under the Chairmanship of EIC, PHED, which was also attended by the representatives of the Commission. Despite that, some of the officers are failing to perform their duties under the Act and redress the genuine complaints unless directed by the Commission. Therefore, for miserably failing to perform his duties as FGRA, the Commission, in exercise of its powers vested under Section 17 (1)(d) of the Act, recommends to the Commissioner and Secretary, PHED, initiation of appropriate disciplinary proceedings against him. Commissioner and Secretary, PHED is requested to inform the Commission of the action taken in this case within 30 days of receiving these orders, as provided in Section 18 of the Act, which states as follows:-

- (1) "The State Government shall consider the recommendations made by the Commission under clauses (d), (e) and (f) of sub-section (1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission. In case the State Government decides not to implement any of the recommendations of the Commission, it shall communicate the reasons for not acting on the recommendations to the Commission.
- (2) The Commission shall prepare an annual report of the recommendations made by it under section 17 along with the



action taken and reasons for not taking action, if any. The State Government shall cause a copy of this report to be laid on the table of the Haryana Legislative Assembly."

The action taken report from Commissioner and Secretary, PHED will be incorporated in the Annual Report of the Commission for the year 2025-26 as mandated above to be tabled in the Haryana Legislative Assembly.

With these orders, the complaint is hereby disposed of.

13<sup>th</sup> June, 2025

