



**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. HRSC-020008/108/2024/2179**

**Dated: 09<sup>th</sup> June 2025**

To

1. The SGRA -cum- Chief Engineer  
Municipal Corporation, Gurugram.  
E-mail: [ce@mcg.gov.in](mailto:ce@mcg.gov.in) [ee5@mcg.gov.in](mailto:ee5@mcg.gov.in)
2. The Executive Engineer-3A,  
Municipal Corporation, Gurugram.  
E-mail: [ce@mcg.gov.in](mailto:ce@mcg.gov.in) [ee5@mcg.gov.in](mailto:ee5@mcg.gov.in)

**Subject: Revision No. AAS24/1028278- Subhash Yadav - Water Supply and Sewerage Connection [RTS - 7 Day] - Gurugram- 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 09.06.2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission.

**The current XEN is hereby directed to personally visit the site and submit a comprehensive report to the Commission. Additionally, both the Chief Engineer and XEN are directed to be present for the next hearing at 12:00 noon on 12.06.2025. In case of failure to attend, they must be physically present in Haryana Right to Service Commission, SCO: 38-39, Sec-17A, Chandigarh at 10:00 am on 16.06.2025 along with all relevant records. The link to VC will be shared a day before the scheduled date.**

(Sube Khan)

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

CC: A copy is forwarded to Sh. Subhash Yadav (Contact No. 9811403368) for information and to attend the hearing through VC. The link to VC will be shared a day before the scheduled date.

(Sube Khan)

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





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### Interim Orders

**(In respect of Revision No. AAS24/1028278 (Subhash Yadav and others) -  
Water Supply and Sewerage Connection [RTS - 7 Day] - Gurugram)**

Hearing date: 09.06.2025

Time: 10:30 am

1. These orders are in continuation of the Commission's interim orders dated 31.12.2024, conveyed vide letter No. 5874 dated 01.01.2025. The operative part of the same is as follows:

*"Since the work has been started after the issuance of the work order on 16.12.2024 and time until February, 2025 has been given to the agency, XEN Division no. 7, MCG is directed to get the work completed expeditiously and send first report by 31.01.2025 and the second report after completion of the work but not later than 28.02.2025. The Commission proposes to impose penalty on delinquents in this case as the work has been inordinately delayed."*

2. The first report in the matter was received from the Executive Engineer-VII, MCG vide letter No. MCG/EE-VII/2025/1725 dated 16.01.2025, stating that 15% of the work for cleaning, de-silting and repair of the existing drain had been completed. The remaining work would be completed within the stipulated time.
3. The second report was received from the Executive Engineer-VII, MCG vide letter No. MCG/EE-VII/2025/6133 dated 07.03.2025. The reply stated that a separate estimate was prepared for the work of cleaning, de-silting and repair of the existing drain. The work was allotted to the agency (M/s The Friend Work Squad Co-operative Labour & Construction Society Ltd) on 16.12.2024 and 75% of the work had been completed at the site.

Thereafter, a revised reply was received from Sh. Ajay Panghal, XEN-VII, MCG vide letter No. MCG/EE-VII/2025/7200 dated 21.03.2025. The reply mentioned the completed construction of a new Storm Water Drain, which had already been informed as per the reply dated 16.01.2025. However, it did not mention the status of the work allotted to the agency on 16.12.2024, for which the completion date was 17.03.2025. The complainant was contacted by the Commission and he stated that the work still had not been completed.

4. In view of the reply received, a strongly worded letter was issued to the SGRA-cum-Chief Engineer, Municipal Corporation, Gurugram vide letter No. 1406 dated 16.04.2025. In response, a reply was received from Sh. Manoj Kumar, XEN-3A, MCG vide letter No. MCG/EE-3A/2025/11266 dated 07.05.2025,



stating that 90% of the work of cleaning, de-silting and repair of the existing drain had been completed.

5. Upon perusal of the reply, the Commission observed that the supervision of the work was not being conducted by the engineers and hence, the delay appeared to be caused by the contractor. In view of the non-completion of work, a hearing was scheduled to be held before Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 09.06.2025 at 10:30 am vide Commission's letter no. 1964 dated 27.05.2025.
6. The hearing was held as scheduled and attended by Sh. Parveen Raghav, XEN, Division No. 3A. Although the hearing was scheduled for 10:30 am, he joined while walking through the office premises and was seen taking briefing from subordinate officials. Upon settling down, when asked to present the details of the case, he appeared completely unprepared, having not reviewed the case file beforehand. His understanding of the matter was perfunctory. He stated that although the work was nearly complete, the complainant's grievance remained unresolved due to a discrepancy in the drainage levels of MCG and GMDA. The Chief Engineer did not attend the hearing and no prior intimation or justification was received by the Commission regarding his absence. The complainant was also absent from the proceedings. The hearing concluded at 10:36 am.
7. The Commission has reviewed the facts and circumstances of the case in detail. Interim orders were issued on 31.12.2024, the operative part of which is detailed in Para 1 above. Since then, four reports have been received from MCG dated 16.01.2025, 07.03.2025, 21.03.2025 and 07.05.2025. The report dated 16.01.2025 stated that 15% of the work related to cleaning, desilting, and repairing of the existing drain had been completed, with assurances that the remaining work would be finished within the stipulated timeframe. In the subsequent report dated 07.03.2025, the completion was reported as 75%, and by 07.05.2025, it was claimed that 90% of the work had been completed. If this progress is accurate, the work should have been fully completed by now, particularly since the deadline for completion, as per the tender, was 17.03.2025. It is concerning that a complaint initially filed on CM Window on 06.09.2021 remains unresolved despite the Commission's clear directions dated 31.12.2024. It is evident that no meaningful efforts were made by Sh. Manoj Yadav (then CE, MCG), Sh. Vijay Dhaka (Chief Engineer), Sh. Ajay Panghal (former XEN, Division VII), or Sh. Manoj Kumar (former XEN, Division VII) to redress the grievance. Furthermore, the current XEN, Sh. Parveen Raghav, has also shown a lack of seriousness towards the issue. The Commission, therefore,



considers this a case of *continuous default* and holds all five officers accountable for dereliction of duty.

The Commission expresses strong disapproval of the Chief Engineer's absence without prior notice and the evident lack of preparedness by the current XEN. When asked to clarify the change in the concerned division, since earlier responses were submitted by XEN, Division VII and the latest by XEN, Division No. 3A, Sh. Parveen Raghav, upon consulting his subordinates, informed that Division No. 3A has been recently constituted. The current XEN is hereby directed to personally visit the site and submit a comprehensive report to the Commission. Additionally, both the Chief Engineer and XEN are directed to be present for the next hearing at 12:00 noon on 12.06.2025. In case of failure to attend, they must be physically present in Haryana Right to Service Commission, SCO: 38-39, Sec-17A, Chandigarh at 10:00 am on 16.06.2025 along with all relevant records.

Though the officials are presumed to be familiar with the provisions of the Haryana Right to Service Act, 2014, as they serve as appellate authorities under the Act, they are hereby reminded that these proceedings are being conducted under Section 17 of the said Act. The Commission, under Sub-Section (3) of Section 17, is vested with powers of a Civil Court. Failure to comply with the directions issued by the Commission shall attract appropriate action as per the applicable provisions of Section 17.

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

