

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

No. HRTSC/Comp-194/ULB/2024/743

Dated: 24th Feb 2025

To

1. The Deputy Commissioner,
Gurugram.
E-mail: dcgrg@hry.nic.in
2. The Chief Engineer,
NCR & HSVP, Panchkula.
E-mail: cenchrhuda@gmail.com cehqhsvp@gmail.com
3. The District Town Planner (Enforcement),
Gurugram
E-mail: dtpenf2.gurugram.tcp@gmail.com
4. The Executive Engineer,
HSVP Division No.-VI, Gurugram.
E-mail: xenhsvp6ggm@gmail.com

**Subject: Water Supply and Sewerage Connection - Complaint of Shagun Pahwa-
Final orders.**

Sir/Madam,

I am directed to invite reference to the subject cited above and to send herewith a copy of final orders dated 24th February 2025 passed by Sh. T. C. Gupta, Chief Commissioner, Haryana Right to Service Commission for information and necessary compliance, please.

(Vatsal Vashisht)
Secretary,

Haryana Right to Service Commission

E-mail: rtsc-hry@gov.in

Endst. No. HRTSC/Comp-194/ULB/2024/744

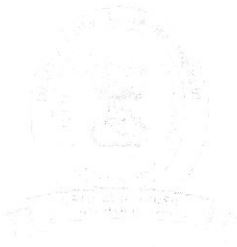
Dated: 24th Feb 2025

A copy is forwarded to Shagun Pahwa (Contact No. 981106-00045, e-mail: pahwapuneet@gmail.com) for information.

(Vatsal Vashisht)
Secretary,

Haryana Right to Service Commission

E-mail: rtsc-hry@gov.in



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Final orders

(In respect of HRTSC/Comp-194/ULB/2024 - Water Supply and Sewerage Connection - Complaint of Shagun Pahwa)

Date: 17.02.2025

Time: 12:00 noon

Case type	Complaint case (HRTSC/Comp-194/ULB/2024)
Department	Urban Local Bodies Department
Name of Service	Water supply and sewerage connection
Date of application	-
RTS timeline	7 days
RTS Due Date	-
District	Gurugram
Name of the Appellant	Ms. Shagun Pahwa
Designated Officer (DO)	Assistant Engineer
FGRA	Executive Engineer
SGRA	Superintending Engineer/Chief Engineer

2. A complaint dated 03.11.2024 was received by the Commission regarding the service 'Water Supply and Sewerage Connection' notified under the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act'). The complainant stated that she had purchased a plot through e-auction on 26.10.2021 and made the full payment by 30.03.2022. Thereafter, she visited the office of the Municipal Corporation, Gurugram to apply for a water connection. However, she was instructed to obtain a letter from a registered plumber. Subsequently, the complainant learnt that there was no water supply line from MCG in Sector 50, due to which the plumber refused to issue the required certificate. As a result, she was unable to apply for the water connection.
3. Taking cognizance of the matter, a letter no. 5444 dated 10.12.2024 was issued to the Estate Officer-II, HSVP Gurugram and the Superintending Engineer-II, HSVP Gurugram, directing them to submit a report to the Commission regarding the existence of a water supply line for the complainant's plot. As HSVP is responsible for auctioning the plot, auctioning it without an existing water supply line is not permissible.

A reply was received from the Executive Engineer, HSVP Div-VI, Gurugram, vide letter No. 350523 dated 26.12.2024. The reply stated that a water supply line had already been laid by HSVP but had not been connected to the main water supply line of Nirvana Country under Municipal Corporation, Gurugram. Although the Commissioner, Municipal Corporation, Gurugram issued a No Objection Certificate (NOC) for the connection on 18.07.2023, the RWA President of Nirvana Country did not permit the connection. Furthermore, Nirvana Country has constructed an illegal wall on a 15 meter

wide road near Plot No. 397, HSVP Pocket-A, Sector 50, Gurugram blocking the connectivity of various essential services to Pocket-A, Sector 50. The DTP (Enforcement), Gurugram was requested vide letter dated 23.12.2024 to dismantle the wall to facilitate the provision of services. It had been assured that water supply and road connectivity will be restored once the wall is dismantled by DTP (Enforcement), Gurugram. Since no action was taken on the previous request, a reminder letter was issued to DTP (Enforcement), Gurugram on 15.01.2025. 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 17.02.2025 at 12:00 noon vide letter No. 414 dated 31.01.2025.

4. The hearing took place as scheduled, which was attended by:
- i. Sh. Amit, DTP (Enforcement), Gurugram (telephonically)
 - ii. Sh. Manoj Saini, Executive Engineer, Div. VI, HSVP Gurugram
 - iii. Sh. Puneet Pahwa husband of Ms. Shagun Pahwa, the complainant

Sh. Puneet Pahwa reiterated the contents of the complaint filed by his wife. He was informed that as per the written reply of XEN, connection of water supply and sewerage had been made. The XEN has also shared the photographs of the connection. After knowing about the same, that Sh. Puneet Pahwa profusely thanked the Commission and appreciated it for the excellent work being done. Sh. Manoj Saini reiterated the contents of their recent reply bearing memo no. 52246 dated 17.02.2025 as per which the connection of water supply and sewerage has been done. He was asked for the reasons for delay regarding which he submitted that they had tried it earlier but since there was less police force especially of lady constable, they could not execute the work due to stiff resistance from residents of Narwana City. However, now with the help of the police force and Duty Magistrate, this work has been done. He also stated that full cooperation was given by the District Magistrate, Gurugram in this regard. Sh. Amit could not join the hearing through V.C and he was heard telephonically when he reiterated the contentions already made by Sh. Manoj Saini.

5. The Commission has carefully considered all facts and circumstances of the case. Since they had genuine problems in getting the connection done, the delay is condoned and the complaint is filed. However, all the XENs of HSVP are directed to review the availability of water and sewerage lines in the areas under their jurisdiction, as well as in the areas where they have already auctioned the plots. They should not take action only when the complaint is made to the Commission. Instead, they should take suo-moto action by identifying those areas and coordinating with the concerned authorities to ensure that

these connections are provided. If any new case arise in future, the Commission will not condone any delay, as it is essentially their responsibility to be aware of the availability of water and sewerage lines in their areas. Copies of these orders are also being forwarded to the Chief Engineer, NCR and the Chief Engineer, HSVP for necessary action, not only in Gurugram but also in other urban areas.

At the same time, the Commission appreciates the role played by Sh. Ajay, IAS the District Magistrate, Gurugram in this case, who appointed a duty magistrate and provided police force because of which the complainant's long pending grievance was addressed and resolved.

24th February, 2025

