



HARYANA RIGHT TO SERVICE COMMISSION
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017
E-mail: rtsc-hry@gov.in Telephone: 0172-2711050

File No. HRTSC/ File no. 117/SM-212 / 2790

Dated: 07.07.2022

To

Sh. Karamveer Singh,
Sub-Divisional Engineer-2,
Public Health Engineering Department,
Jind, Haryana
E-mail: sde2jind@gmail.com
sejind@phedharyana.gov.in

Subject: - Regarding Suo-moto notice no. HRTSC/ File no. 117/SM-212/2288 dated 06.06.2022.

I am directed to forward herewith a copy of the order dated 06.07.2022 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information.

BY THE ORDER OF THE HARYANA RIGHT TO SERVICE COMMISSION AT CHANDIGARH.

Encl: as above.



(Sube Khan)

Under Secretary-cum-Registrar
For Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in

Endst. No. HRTSC/ File no. 117/SM-212 / 2791

Dated: 07.07.2022

A copy of the above is forwarded to Sh. Dinesh(Complainant) for information.

(Sube Khan)

Under Secretary-cum-Registrar
For Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in



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In respect of Suo Moto notice no. HRTSC/File No. 117/SM-212/PHED/2288 dated 06.06. 2022 issued to Karamveer Singh,SDE-2,PHED,Jind, Haryana.

Final Orders

1. A complaint was received from Sh. Dinesh vide e-mail dated 29.03.2022 regarding the issue of sewer leakage in front of his relative's house on Kaithal Road, Safedewali Gali, Jind, which had been persistent for three years. He had submitted multiple complaints on PHED's complaint portal, SARAL Portal, CPGRAMS Portal and to SDO, PHED Sub-Division 2. However, no action was taken in this regard. Taking cognizance of the issue as it is a notified service under Haryana Right to Service Act, 2014 at Sr. no. 49(ii), namely, 'Sewerage Blocked/Overflow of Manholes' for which notified period is 7 days, a letter dated 07.04.2022 followed by a reminder dated 04.05.2022 was issued to the Sub-Divisional Engineer, PHED, Jind, to take cognizance and furnish action taken/status report to the Commission. However, no response was received from the concerned. Thus, a suo-moto notice was issued to Sh. Karamveer Singh, Sub-Divisional Engineer, PHED, Jind, for inaction on his part and to ascertain the reasons for the delay in delivery of notified service beyond the prescribed timelines.
2. A response was received from Sh. Karamveer Singh vide letter dated 18.06.2022. In his reply, he has submitted that Municipal Council, Jind laid new sewer lines in the area under the AMRUT program of Haryana Government and while doing so, the sewer connection of the house of the complainant's relative was damaged, which was earlier sanctioned by the PHED Department. It had also been informed that there were instructions which clearly state that the Department which disturbs a public utility service is the one which is responsible for the rectification of the same. Further, it has been mentioned that on information to the staff of Municipal Council, needful was done by the MC. A letter from the



contractor was also attached with the reply wherein he had submitted that the sewer line had been repaired and the people of the area in question were satisfied with the work. However, on telephonic communication made by the Commission with the complainant, he denied the completion of the repair of the sewer line and submitted that a temporary arrangement had been made for its smooth functioning. The respondent also conveyed his regrets for not replying to the Commission's letters. A hearing was scheduled in the matter on 22.06.2022 at 10:30 am.

3. During the hearing on 22.06.2022, the respondent submitted that MC, Jind is supposed to finish the repair work as the sewer was damaged during the execution of AMRUT work undertaken by them. The Commission agreed to his submission, yet since the damaged utility belonged to PHED, the Department should have pro-actively followed up with the MC to complete the required repair/maintenance work which has caused inconvenience to the complainant's family and hence resulted in the inefficient delivery of notified service. All the facts and circumstances were carefully considered by the Commission and the respondent was directed to complete the repair work of the sewerage within one week and submit a report to the Commission.
4. A letter was received from Sh. Karamveer Singh dated 24.06.2022 wherein it was mentioned that the sewer manhole in front of the complainant's relative's house was repaired. A satisfaction letter from the complainant was also attached with the letter. On telephonic confirmation from the complainant by the Commission, the complainant showed his satisfaction with the resolution and conveyed his thanks to the Commission. The Commission has considered all the facts and circumstances of the case and is satisfied with reasons submitted by the respondent. Hence, the suo-moto notice issued to Sh. Karamveer Singh is hereby ordered to be filed with the hope that the notified services will be delivered in time in future.

6th July, 2022

