



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

HRTSC/File no.145/SM-292 | 4589

Dated: 28.10.2022

To

Sh. Manjeet Kumar,
Steno, Municipal Corporation, Faridabad

Subject: - Final order regarding Suo-moto notice no. HRTSC/File no.145/SM-292/4152 dated 30.09.2022.

I am directed to forward herewith a copy of the order dated 26.10.2022 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. 145/SM-292/4590

Dated: 28.10.2022

A copy of the above is forwarded to the Municipal Commissioner Faridabad, Haryana for information and necessary action.

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



Final Orders

(In respect of Suo Moto notice no. HRTSC/File no.145/SM-292/4152 dated 30.09.22 issued to Sh. Manjeet Kumar, Steno, Municipal Corporation, Faridabad)

1. Sh. Tejas Kathuria had submitted a complaint vide e-mail dated 17.08.2022 regarding the issue of the existence of two IDs and wrongful dues shown consequently of his house of 100sq yards in Dabua Colony, Faridabad. In this regard, he had submitted a complaint with MCF vide letter no.5670 dated 28.10.2021 to rectify the same but did not receive any response from MC Faridabad even after several reminders. He also raised this concern on CM Window on 06.07.2022 vide reference no. CMOFF/N/2022/076527 but the same again went unanswered. Taking suo moto cognizance of the issue under Section 17 (1) (g) of the Haryana Right to Service Act, 2014 as it is a notified service namely 'Clearance of objections related to property dues, size, floor details, property authorized/unauthorized status and property category on no dues certificate portal' with RTS timeline of 10 working days, a letter no.3604 dated 26.08.2022 was sent to Zonal Taxation Officer, MCF, Haryana to take cognizance and furnish action taken/status report to the Commission by 10.09.2022. In reference, a reply dated 13.09.2022 was received, which informed that Sh. Manjeet Kumar, Steno, Municipal Corporation, Faridabad was responsible for keeping the file pending with him from 28.10.2021-28.06.2022 and then again from 05.07.2022-31.08.2022. Thus, a suo-moto notice was issued to Sh. Manjeet Kumar, Steno, Municipal Corporation, Faridabad, Haryana for inaction on his part which led to delay in delivery of a service notified under the Haryana Right to Service Act, 2014 and to further decide whether imposition of a penalty of Rs. 20,000 on him and a compensation of ₹5000 for the complainant was warranted. He was asked to submit his reply by 17.10.22 and appear before the Commission for hearing on 19.10.22.
2. He sent his reply on 17.10.22 and appeared for the hearing on 19.10.22 through VC. Complainant Sh. Tejas Kathuria also joined the hearing through VC on 19.10.22. Sh. Manjeet Kumar's reply stated that the complainant had gotten his request diarized at two places- In Dabua D block with him and another in Dabua Gazipur with another clerk. Both clerks had to work on the case but the other clerk did not do so even after multiple reminders. He further stated that there is no receiving system in their office which would ratify the date when they had put up the case. According to him, he had submitted the case of Sh. Tejas Kathuria immediately in front of the complainant only but the file of the complainant got

lost in the subsequent days. The case was submitted again after obtaining the papers again from the complainant. However, post that, according to a court order, his services were terminated by MCF. After going through the selection process again and joining back, he found that the case had not been dealt in his absence. He also stated that the complainant too was satisfied with him. During the hearing, he re-iterated the same statements as his reply and also informed that he is posted right now in Tax branch of MCF only. Sh. Tejas Kathuria informed that he was called to MCF office on 10.10.22 regarding closure of his CM window complaint and was informed that his grievance had been resolved on 29.08.22. He also informed that the date mentioned on the resolution was 05.07.22.

3. The Commission has considered all the facts and submissions of the case. In view of the submissions of Sh. Manjeet Kumar and considering that the service in question has recently been notified under the Haryana Right to Service Act, 2014, the Commission is taking a lenient view and filing this case. Commissioner, MCF is advised though to look into implementing e-Office at MCF to ensure that accountability can be clearly fixed in cases of inordinate delays, as observed in this case. Till the system is implemented, MCF may also look into an interim diary/ receiving system to ensure more transparency in the functioning of the employees of MCF.

26th October, 2022

