



File No. HRTSC/ File no.171/SM-351, 358 and 359 /1352

Dated: 31<sup>st</sup> March 23

To

1. Sh. Om Dutt,  
Executive Engineer, Division-II, MC Faridabad.
2. Sh. Rajesh Sharma,  
Assistant Engineer, Division-II, MC Faridabad.
3. Sh. Vikram,  
Junior Engineer, MC Faridabad.

**Subject: - Regarding Suo-moto notice no. HRTSC/File no.171/SM-351/982 dated 03.03.2023, HRTSC/File no.171/SM-358/1200 and HRTSC/File no.171/SM-359/1202 dated 21.03.2023**

I am directed to forward herewith a copy of the order dated 29<sup>th</sup> March' 23 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance.

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

Encl: as above.



*Skhan*  
(Sube Khan)

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

Endst. No. HRTSC/ File no.171/SM-351, 358 and 359 /1353

Dated: 31<sup>st</sup> March'23

A copy of the above is forwarded to the following for information and necessary action:-

1. The Director General, Urban Local Bodies, Haryana.
2. The Commissioner, Municipal Corporation, Faridabad, Haryana.
3. Sh. Vishal Rawat (Complainant)

*Skhan*  
(Sube Khan)

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



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

### **Final Orders**

**(In respect of Suo moto notices no. HRTSC/File no. 171/SM-351/982 dated 03.03.23, no. HRTSC/File no. 171/SM-358/1200 dated 21.03.23, no. HRTSC/File no. 171/SM-359/1202 dated 21.03.23 issued to Sh. Vikram, JE, MCF, Sh. Rajesh Sharma, AE, MCF and Sh. Om Dutt, XEN, MCF)**

1. Sh. Vishal Rawat submitted a complaint to the Commission, vide mail dated 05.11.22, alleging that employees of Municipal Corporation, Faridabad had mistakenly broken the cap of sewer in front of his house. On contacting MCF multiple times, the problem was still not resolved. He was advised by the Commission to register a complaint on the Faridabad 311 app, that being the platform endorsed by MCF for registration of such complaints. In another mail dated 19.12.22, Sh. Vishal Rawat shared screenshots of a complaint dated 04.12.22 registered by him on the 311 app and pictures of the broken sewer cap, informing that the issue was still not resolved. As 'Installation of Drain Covers' is a service notified under the Haryana Right to Service Act, 2014 with RTS timeline of 2 days, the Commission took cognizance of the issue and wrote a letter dated 23.12.22 to MCF, addressed to the concerned Senior Sanitary Inspector (being the Designated Officer for the service under consideration). This letter sought report on the complaint and explanation for the lack of action on the 311 app complaint filed by the complainant. A response dated 09.01.23, signed by Sh. Shiv Kumar, JE, MCF was received in turn informing that the complaint has now been resolved. It also had an undertaking from the complainant attached, which stated that the complaint now stood resolved but also mentioned that the broken cap was still lying in the sewer. The report did not explain the lack of action on the complaint dated 04.12.22 filed by the complainant on the 311 app. Thus, the Commission wrote another letter dated 16.01.23 to MCF, seeking explanation on the delay and lack of cognizance on the complaint filed on the 311 app by the complainant.

2. Another report dated 27.01.23, signed again by Sh. Shiv Kumar, JE was received in reply to Commission's letter dated 16.01.23. The same simply re-iterated their previous reply informing of resolution of the issue and still did not explain the lack of action on the complaint registered over the 311 app. Consequently, the Commission had to write to Additional Commissioner, MCF, vide letter dated 10.02.23 seeking the name of the officer to whom the complaint dated 04.12.22 on 311 app was assigned and their explanation for the delay in acting on the same. A subsequent report dated 21.02.23 from Assistant Engineer, MCF informed that the complaint under question was assigned to Sh. Vikram, JE, who in turn marked the same as resolved on 22.12.22. Thus, a suo moto notice dated 03.03.23 was issued to Sh. Vikram, JE for the delay in the delivery of a notified service and to ascertain why a penalty of Rs. 20,000 may not be issued on him and a compensation of Rs. 5,000 may not be given to the complainant for this omission. He was asked to submit his reply by 10.03.23 and appear before the Commission for hearing on 13.03.23.

3. Sh. Vikram submitted his report on 10.03.23. He stated in his reply that for the area under question, the work of replacement of manhole covers had been allotted to an external

