

PUBLIC HEALTH ENGINEERING DEPARTMENT, HARYANA

SERVICES OF THE DEPARTMENT NOTIFIED UNDER HARYANA RIGHT TO SERVICE ACT.

Sr. No.	Name of Service	Time Limit	Designated Officer	First Grievances Redressal Authority	Second Grievances Redressal Authority	Know your Designated officer/ First Grievances Redressal Authority/ Second Grievances Redressal Authority	Where to apply
47	Issuance of duplicate water/ sewer bill	3 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer	Click to view https://phedharyana.gov.in/RTS_dashboard and select your village / town.	1.Toll Free No: 1800-180-5678 2. Saral Portal: https://saralharyana.gov.in/ 3.PHED Portal: https://services.phedharyana.gov.in/ 4.UMANG App: https://web.umang.gov.in/web_new/login 5 Atal SevaKender (CSC). 6. Jan Shayak App.
48	(i) Sanction of Water Supply Connection in the Rural and Urban areas	12 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer		1.Toll Free No: 1800-180-5678 2. Saral Portal: https://saralharyana.gov.in/ 3.PHED Portal: https://services.phedharyana.gov.in/ 4.UMANG App: https://web.umang.gov.in/web_new/login 5 Atal SevaKender (CSC). 6. Jan Shayak App.
	(ii) Sanction of Sewerage Connection in Cities and MC Towns	12 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer		1.Toll Free No: 1800-180-5678 2. Saral Portal: https://saralharyana.gov.in/ 3.PHED Portal: https://services.phedharyana.gov.in/ 4.UMANG App: https://web.umang.gov.in/web_new/login 5 Atal SevaKender (CSC). 6. Jan Shayak App.
49.	(i) Water Leakage/Over Flow pipes	3 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer		1.Toll Free No: 1800-180-5678 2. Saral Portal: https://saralharyana.gov.in/ 3.PHED Portal: https://services.phedharyana.gov.in/ 4.UMANG App: https://web.umang.gov.in/web_new/login 5 Atal SevaKender (CSC) 6. Jan Shayak App.
	(ii) Sewerage / Blocked / Over flow of Manholes	7 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer		1.Toll Free No: 1800-180-5678 2. Saral Portal: https://saralharyana.gov.in/ 3.PHED Portal: https://services.phedharyana.gov.in/

							4.UMANG App: https://web.umang.gov.in/web_new/login 5 Atal SevaKender (CSC). 6. Jan Shayak App.
	(iii) Restoration of Water Supply due to Minor problems i.e. fault in pumping machinery, electric wiring, distribution system etc.	3 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer		1.Toll Free No: 1800-180-5678 2. Saral Portal: https://saralharyana.gov.in/ 3.PHED Portal: https://services.phedharyana.gov.in/ 4.UMANG App: https://web.umang.gov.in/web_new/ 5 Atal SevaKender (CSC). 6. Jan Shayak App.
	(iv) Restoration of Water Supply due to major problems i.e. shortage of raw water, burning of transformer and fault in LT / HT lines etc.	6 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer		1.Toll Free No: 1800-180-5678 2. Saral Portal: https://saralharyana.gov.in/ 3.PHED Portal: https://services.phedharyana.gov.in/ 4.UMANG App: https://web.umang.gov.in/web_new/login 5 Atal SevaKender (CSC) 6. Jan Shayak App.
	(v) Restoration of Water Supply due to major problems i.e. burning of transformer other major electric fault etc. to be rectified/ repaired by PHED	10 days	Concerned Sub Divisional Engineer	Concerned Executive Engineer	Concerned Superintending Engineer		1.Toll Free No: 1800-180-5678 2. Saral Portal: https://saralharyana.gov.in/ 3.PHED Portal: https://services.phedharyana.gov.in/ 4.UMANG App: https://web.umang.gov.in/web_new/login/ 5 Atal SevaKender (CSC) 6. Jan Shayak App.

Any person who is aggrieved by any Second Grievances Redressal Authority may file revision before the commission within 90 days on the address

HARAYANA RIGHT TO SERVICE COMMISSION

SCO- 38- 39, 2nd Floor, Sector- 17, Chandigarh- 160017, email:rtsc-hry@gov.in and website:-haryana-rtsc.gov.in, Telephone No. – 0172- 2709050