



Letter No. 1649

Dated: 24/4/24

To

The Chief Secretary to Government of Haryana,  
Administrative Reforms Department.

**Subject: Recommendation to change the Second Grievance Redressal Authority (SGRA) for the service "Resolution of complaints on disputed electricity bills"**

Sir,

Please refer to the subject cited above. I have been directed to invite your attention to the service "*Resolution of complaints on disputed electricity bills*" of the Energy Department, notified vide Gazette Notification No. 7/31/2014-3AR dated 15.02.2016, wherein the XEN (OP) has been assigned the role of SGRA.

2. In the recent past, the Commission has received many complaints regarding this service, especially through the Auto Appeal System (AAS) Portal. Upon a closer examination to understand the reasons behind this spike in cases, the Commission has observed that when the said service was notified on 15.02.2016, the resolution process was conducted manually. During this time, the XEN (OP) had the power and direct control for the resolution of billing complaints. However, from 2021 onwards, the Energy Department transitioned to the Restructured Accelerated Power Development and Reforms Programme (RAPDRP) System, which marked a shift from manual to automated online resolution. With the implementation of the RAPDRP system, the powers and responsibilities for resolving billing complaints were assigned to the XEN (CBO), as detailed in **Sales Circular No. D-25/2022**. The circular outlines the authority given to the CBO to handle, review, and rectify billing issues after a Billing Rectification (BR) case is raised by the concerned Commercial Assistant (CA). From this, it is clear that the XEN no longer has the authority to directly resolve billing complaints, which is now being done by the XEN(CBO).

3. Section 17(1) of the Haryana Right To Service Act, 2014 provides as under:-

*"17(1) It shall be the duty of the Commission to ensure proper implementation of this Act and to make suggestions to the State Government for ensuring better delivery of services. For this purpose, the Commission may, -*

*(a) to (e) .....*

*(f) Recommend additional services to be notified under section 3 and may also suggest modifications in the notifications already issued for better implementation of this Act"*

In view of the above, the Commission is of the opinion that the service "*Resolution of complaints on disputed electricity bills*" should be modified accordingly:



Sr. No.	Name of Department	Scheme/ Service	RTS Timeline	Designated Officer	First Grievance Redressal Authority	Second Grievance Redressal Authority
	Energy Department	Resolution of complaints on disputed electricity bills	7 Days	Commercial Assistant (CA)	SDO (OP)	XEN (CBO)

4. The assignment of the role of SGRA to the XEN (CBO) will reflect the current ground reality and make the concerned officer responsible for resolution of the grievance. It will also enhance the Department's ability to handle consumer disputes more effectively, ensuring quicker resolutions and higher consumer satisfaction.

5. In view of the above, you are requested to obtain comments of the Energy Department on the Commission's proposal and notify the changes at the earliest.

(Sube Khan)

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A copy is forwarded to the ACS, Energy Department with the request to convey the comments on the above proposal at the earliest to the Chief Secretary, Administrative Reforms Department.

(Sube Khan)

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