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HARYANA

Haryana Right to Service Commission's intervention resolves power consumer's complaint

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HARYANA RIGHTS TO SERVICE COMMISSION

Orders Rs. 5,000 compensation

Punjab Newslines, Chandigarh –

With the intervention of the Haryana Right to Service Commission, the electricity-related complaint of Mukesh Kumar, a consumer from Kundli area

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directed that the consumer be given Rs. 5,000 as compensation for the inconvenience caused.

Sharing information in this regard a spokesperson of the Commission said that after receiving the complaint on September 28, 2025, the DO-cum-CA should have investigated the matter and taken immediate corrective action. Later, when the appeal reached the FGRA-cum-SDO on October 10, 2025, the case was disposed of within just two days without a detailed inquiry. If the appellant had been given a proper opportunity of hearing as per rules, the issue could have been fully resolved at that time.

The Commission also found that the SGRA-cum-XEN took only partial action instead of ensuring complete resolution of the problem. Corrective measures, such as shifting the binder, were taken only after the Commission took cognizance of the matter.

The spokesperson said that after reviewing the case and considering the inconvenience caused to the consumer, the Commission directed that Rs. 5,000 be paid as compensation under Section 17(1)(h) of the Haryana Right to Service Act, 2014. The amount will be recovered from the concerned agency or responsible officers, as per rules, and paid to the consumer within 15 days.

The Commission has requested the consumer to share the necessary bank account details with the concerned SDO and the Commission via email to receive the compensation. A compliance report in this regard will be submitted to the Commission by February 23, 2026.

The Commission clarified that such cases are being continuously reviewed to make government services more effective and consumer-centric, ensuring citizens receive timely and quality services.

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