



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

No. 4352  
To

Dated: 27/9/24

The Managing Director,  
DHBVN, Hisar.

The SGRA-cum-XEN(Op),  
Division (Electricity), Rewari.  
Contact: 9992111808  
E-mail: [xenoprewari@dhbvn.org.in](mailto:xenoprewari@dhbvn.org.in)

The FGRA-cum-SDO(Op),  
Sub Division (Electricity), Sub Urban, Rewari.  
Contact: 9992111804  
E-mail: [sdoopsuburbanrewari@dhbvn.org.in](mailto:sdoopsuburbanrewari@dhbvn.org.in)

The DO-cum-CA (Op),  
(O/o Sub Division (Electricity), Sub Urban, Rewari.)  
Contact: 9992111804  
E-mail: [sdoopsuburbanrewari@dhbvn.org.in](mailto:sdoopsuburbanrewari@dhbvn.org.in)

**Subject:- Revision Details - AAS24/1115875 Name- Sh. Prem Devi Service-Billing Complaints [RTS - 7 Day] DHBVN Self Filed by Applicant on Saral Portal(Saral) on 15.07.2024.**

Sir,

I am directed to forward herewith a copy of the orders dated 24<sup>th</sup> September, 2024 passed by Sh. T.C. Gupta Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance. They are requested to take immediate corrective action and send a report (as mentioned in the orders) **ONLY** through email ID: [rtschry@gov.in](mailto:rtschry@gov.in). Physical copy of the same must **not** be sent.

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

Encl: As above

(Sube Khan)

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

Endst. No. 4353

Dated: 27/9/24

A copy of the above is forwarded the following for information:-

- Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN E-mail: [kadianvikas@yahoo.com](mailto:kadianvikas@yahoo.com).
- The appellant – Smt. Prem Devi Phone No. 8826424698 (through AAS).

(Sube Khan)

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



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### **Final orders**

**(In respect of Revision Details - AAS24/1115875 Name- Sh. Prem Devi Service-Billing Complaints [RTS - 7 Day] DHBVN Self Filed by Applicant on Saral Portal (Saral) on 15.07.2024.**

These orders are in continuation of the earlier orders of this Commission passed on 08.08.2024, the operative part of which is as follows: -

*“The Commission has carefully considered all the facts and circumstances of this case. From detailed discussions with all the concerned officers, it was established that DHBVN has been issuing incorrect bills for the last 10 years. Now, they have suddenly issued a huge bill of Rs. 3,12,755 in February 2024, which was corrected to Rs. 2,25,630 in May 2024. However, keeping in mind the means and status of the consumer, this is still a huge amount. This kind of inaction on the part of DHBVN is nothing but an atrocity committed against a poor person belonging to the BPL section. He belongs to a scheduled caste family and has a very small house. It was also unclear from the discussions whether the adjustments have been made from February 2024 itself or for the last 3 years. Therefore, the resolution of the complaint by the CA, SDO, and XEN is not in accordance with the spirit of the Haryana Right to Service Act, 2014 (hereinafter referred to as the ‘Act’). This is yet another case where a severe penalty should be imposed on the respondents, including all the CAs and SDOs who remained in the sub-division for the last 10 years and continued issuing average bills for such a long time. However, before taking a final decision, the XEN is directed to send the following information:*

- (i) *How was the latest bill arrived at, and how was the adjustment of Rs. 1,14,230/- made? Has the slab benefit of 44,123 units (48,225-6,102) been applied for the entire 10 years or only for the last 3 year!*
- (ii) *Does this include the bill payments made by the consumer over the last 10 years, and*
- (iii) *The current bill dated 17.05.2024 shows consumption of approximately 747 units over a period of 2 months (67 days), which seems excessive considering the consumer's statement that he uses only lights, fans, a cooler, and occasionally a motor for drawing water due to inadequate supply. Therefore, the XEN is directed to constitute a team of two*



*officials, comprising a JE and another person, to visit the house and list the instruments used by the consumer to determine whether this consumption is justified and send his opinion in this regard.*

*(iv) During the hearing, the CA informed that electricity is supplied to 2-3 houses from this meter. Therefore, the above team will also report whether this meter supplies electricity only to the house of the appellant or to other houses as well.*

*This information should be sent by the XEN vide email to [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) by 16.08.2024 positively.”*

2. A response was received from XEN vide no. 341/AAS Portal dated 29.08.2024 wherein the pointwise reply is as follows:

- i. Based on JE's report, the bill was generated from F to OK basis with the new reading as 48,225 and old reading as 6102, with consumption unit of 42,123. The same bill was generated on 28.02.2024 for a period from May 2021 to January 2024.
- ii. CBO Hisar had imposed a high tariff of Rs. 7.10/unit as visible in the bill of Rs. 3,12,755. After this, it was found that the account was overhauled from 25.01.2014 to 15.01.2024 and slab benefit was given, after which a sum of Rs. 1,14,230 was adjusted vide sundry no. 220/R29 which got reflected in the bill dated 17.05.2024.
- iii. Slab benefit has been given for the entire tenure of 10 years.
- iv. The total amount paid by the consumer in the last ten years comes to Rs. 17,542. The arrears mentioned in the February bill was Rs. 267.15, whereas, if the entire amount was not adjusted, a sum of Rs. 17,542 would have been shown as arrears.
- v. A team was constituted of Sh. Mahesh, JE and Sh. Pawan, JE who conducted a site visit on 28.08.2024. They prepared a list of electrical items alongwith the load. It was further found that the same connection was used to power three households.

3. The Commission has carefully considered all facts and circumstances of this case. The Nigam has conceded that average billing has been carried out for the last ten years, which, while downplaying the issue, reflects a regrettable state of affairs. It may be understandable if average billing goes unnoticed by the Nigam for a couple of billing cycles, but to remain passive for years is nothing short of harassment of the consumer. With all the available technology at the Nigam's disposal to track and address such issues, it is difficult to understand why it has

failed to consider this grievance from the perspective of the consumer, who is now being asked to pay the adjusted amount Rs. 3,12,755 for the last ten years. Although a slab benefit has been granted for the entire ten-year period, this does not absolve the Nigam of its responsibility to handle the matter with appropriate sensitivity.

Therefore, in light of this significant lapse in the delivery of a notified service, the Commission, exercising its powers under Section 17(1)(h) of the Haryana Right to Service Act, 2014, awards a compensation of Rs. 5,000 for the incorrect bills generated From 2014 to 2024. This amount should either be adjusted in the consumer's account by DHBVN out of its own funds or paid into the consumer's bank account. DHBVN may recover this amount from the officers responsible for these lapses after getting inquiry conducted. The appellant, Smt. Prem Devi, is requested to provide the following details to the office of MD DHBVN ([md@dhbvn.org.in](mailto:md@dhbvn.org.in)) as well as to the Commission through email only at [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) for processing the compensation payment:

- (a) Name of the Bank
- (b) Name of the Account Holder in the Bank
- (c) Bank Account Number
- (d) Address of the Bank
- (e) IFSC Code

The XEN is directed to send compliance of these orders to the Commission by 20.10.2024 through email only.

4. The Commission is also dissatisfied with the manner in which the complaint was handled by the DO and the FGRA in this case. The DO received the complaint on 21.03.2024 and closed it on 22.03.2024 with the following remarks: 'As per CA, the bill is OK in FoK. For further queries, please contact Pardeep at 8059888601.' Furthermore, regarding the conduct of the FGRA, the appeal was filed with its office on 26.05.2024 and was marked resolved on 30.05.2024 without providing any opportunity for the appellant to be heard. It appears that sensitivity has become a scarce commodity within the Nigam when dealing with aggrieved consumers. Although the bill has now been adjusted from 'F' to 'OK,' the Nigam should have shown more consideration for the consumer, who, by his own admission, belongs to a BPL household. The Commission, in its interim order dated 08.08.2024, noted its intention to penalize all the CAs and SDOs who failed to act in this particular case. Therefore, MD DHBVN is directed to impose a token penalty of Rs. 100 per month upon each CA cum Designated Officer who served in this subdivision from May 2016 [3 months after this service was notified under the Act] to January 2024 and deposit the same in the State Treasury under the

Receipts Head 0070-60-800-86-51. MD DHBVN is also directed to report compliance to the Commission by 31.10.2024, along with photocopies of the Challan, through email only at [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in).

The Commission would also like to place on record that the consumer did not present all the facts of the case in their submission or during the hearing. It was only after the Nigam pointed out that electricity was being supplied to 2-3 households that the Commission found it necessary to conduct a site verification, which confirmed the respondents' claims. Therefore, such deliberate omissions by the consumer are also not appreciated. The current bills of the consumer are hence as per his consumption.

With these orders, this revision is hereby allowed and disposed of.

24<sup>th</sup> September, 2024

