



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

No: HRSC-010004/24/2024 /2187
To

Dated: 20/5/24

The Managing Director,
DHBVN.

The XEN-cum-SGRA
Division (Electricity)-Hisar-II, DHBVN
Contact No. 9812452598
Email: xenop2hisar@dhbvn.org.in

The Sub Divisional Officer-cum-FGRA
S/D, Adampur, Hisar, (M) 9812452607
Email:- sdoopadampur@dhbvn.org.in

The Commercial Assistant-cum-DO,
(O/o Sub Divisional Officer-cum-FGRA
S/D, Adampur, Hisar, (M) 9812452607
Email:- sdoopadampur@dhbvn.org.in)

Subject:- Revision No.-AAS24/1024233, Name- Sh. SITA RAM, Service- Billing Complaint -LT [RTS - 07 Day], Filed through Self- on 09.03.2024, Department- DHBVN, Hisar.

Sir,

I am directed to forward herewith a copy of the orders dated 13th May, 2024 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

(Sube Khan)
Under-Secretary cum Registrar,
Haryana Right to Service Commission
Email: rtsc-hry@gov.in

Endst No. 2188

Dated:- 20/5/24

A copy is forwarded to the Sita Ram (M) 9541028130 (through AAS) for information.

(Sube Khan)
Under-Secretary cum Registrar,
Haryana Right to Service Commission
Email: rtsc-hry@gov.in



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Final Orders

(In respect of Revision No- AAS24/1024233, Name- Sh. SITA RAM, Service-Billing Complaint [RTS - 07 Day], Filed through Self- on 09.03.2024, Department- DHBVN, Hisar).

Hearing date: 13.05.2024

Time: 11:30 am

Case type		Revision on AAS
Department		DHBVN
Name of Service		Billing Complaints
Date of application		22.02.2024
RTS timeline		7 Days
RTS Due Date		04.03.2024
District		Hisar
Name of the Appellant		Sh. Sita Ram
Designated Officer	Designation	CA, Sub-Division (Electricity)-Adampur
	Action taken with date	Closed on 24.02.2024
	Remarks of DO	"Address not mentioned. Please upload complete address."
First Grievance Redressal Authority	Designation	SDO, Sub-Division (Electricity)-Adampur
	Date and mode of appeal submitted to FGRA	27.02.2024 (Filed through self)
	Remarks of the Appellant	"My electricity bill not correct. Please check my Bill . Bill Number new 9935573000. Old bill no. H23WW6D2937 . PLEASE UPDATE MY BILL , 2 YEAR WRONG Bill coming all time. Please sir help me. Mob. 9541028130"
	Action taken by the FGRA with date	Appeal Resolved on 28.02.2024
	Remarks of FGRA	"AS CA REPORTED ACCOUNT WILL BE OVERHAULED AS PER ACTUAL CONSUMPTION IN UP COMING BILL AS BILLING IS UNDER PROCESS. CONSUMER ALSO CONTACTED REGARDING THE BILLING ISSUE, SO SAME MAY BE FILED PLEASE."
Second Grievance Redressal Authority	Designation	XEN, Division (Electricity)-Hisar-II
	Date and mode of appeal submitted to SGRA	28.02.2024 (Filed through self)
	Remarks of the Appellant	"Not complete my problem please sir check all documents "
	Action taken by SGRA with date	Appeal Resolved on 07.03.2024.
	Remarks of SGRA	"The bill has been rectified with the amount 92557 vide sundry no 342/357 and payable amount is 2057."

Commission	Date of filing of Revision	09.03.2024
	Mode of Revision	Filed through self
	Remarks of the Appellant	"I am not satisfied my electricity bill amount please clear my two years problem"
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. Taking cognizance of the matter, the Commission sent letter to the SDO, Sub-Division (Electricity)-Adampur, Hisar vide no. 1076 dated 21.03.2024 directing him to investigate the matter and send the action taken report by 05.04.2024.
3. A response was received from SDO, Sub-Division (Electricity)-Adampur, Hisar vide no. 1481 dated 05.04.2024 stating that the amount has been corrected and payable amount is only Rs. 2,054/-. The adjusted amount will reflect in the next billing cycle. The reply was not found to be satisfactory, hence to fix responsibility, a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 13.05.2024 at 11:30 am vide Commission's letter no. HRSC-010004/24/2024/1751 dated 29.04.2024.
4. In the meanwhile, a reply was received from XEN, Division (Electricity)-Hisar-II vide letter no. 2120 dated 07.05.2024, wherein it is stated that the bill was generated incorrectly by M/s Harton (the billing agency) in September 2022. The error was rectified and an amount of Rs. 88,758/- was refunded. Meanwhile, the complainant had filed an application regarding the bill correction in September, 2022, and the bill was corrected again for the amount of Rs. 88,691/-. Consequently, the amount was refunded twice to the complainant's account in the billing cycle for November, 2022. Afterward, the amount was charged to the complainant's account in the billing cycle for May 2023. Subsequently, the amount was again charged by the RAPDRP system (CBO) in the billing cycle for September 2023, amounting to Rs. 87,385/-. Following this, the final amount was refunded, amounting to Rs. 92,257/- (including surcharge of Rs. 5,050/-) and the difference in the RAPDRP amount charged was again refunded, amounting to Rs. 3,499/-. Therefore, the amount was refunded in the billing cycle of April 2024, which is reflected in the account in the next bill. Additionally, it is submitted that the complainant had paid the last bill in the month of October 2023. Now, the bill has been rectified from the period of February 2024 to April 2024, and the complainant has paid an additional amount of Rs. 2,500/- in April 2024.
5. The hearing took place as scheduled, which was attended by:
 - i. Sh. Jeet Ram, XEN, Division (Electricity)-Hisar-II
 - ii. Sh. Naginder Malik, SDO, Sub-Division (Electricity)-Adampur, Hisar.
 - iii. Sh. Dinesh, Commercial Assistant O/o SDO, Sub-Division (Electricity)-Adampur, Hisar

iv. Sh.Sita Ram, the appellant.

Sh. Sita Ram narrated his tale of woes and stated that he is being harassed by DHBVN since September 2022 when he suddenly received a bill of Rs. 87,000. Then, some rectification was done. However, in September, 2023 he again received bill of Rs. 88,000/- and further in December, 2023 of Rs 90,000/- and then in February, 2024 of 94,000/-. Each time, he was forced to visit the SDO office and get his bill rectified. Sometimes, the officials of SDO office would say that you get the correct meter reading certified from the lineman but when contacted, he refused to get that in writing. In the process, lot of time and money was wasted. Therefore, he is totally dissatisfied with the working of DHBVN and rather demanded that it should be given in writing to him that his bills will be raised as per the meter reading only, in future. Sh. Jeet Ram, XEN and Sh. Naginder Malik, SDO admitted that the bills of the consumers were being raised erroneously, but they blamed systemic issues for these lapses. The problem started in September, 2022 when the then billing agency punched wrong meter reading and incorrect bill of Rs. 87,084 was raised but when the consumer complained, a sundry of Rs. 88,758/- was prepared. However, the system again gave this credit to the consumer because of which a subsequent bill was also in the negative. This was corrected in May, 2023 but because of the shifting of the system from non RAPDRP to RAPDRP, this amount was charged by the system in the bill of September, 2023 and he was issued a bill of Rs. 88,842/- following by a bill of Rs. 90,788/- in December, 2023 and Rs. 94,613 in February, 2024. They stated that now the correction has been made and his current bill is for only Rs. 101 after his latest payment of Rs.2,500/- has been accounted for.

6. The Commission has carefully considered all facts and circumstance of this case. The complaint in this case is genuine and we can imagine the plight of a consumer whose bill is generally less than Rs. 1000/- but he sometimes was asked to pay Rs. 87,000/, sometimes Rs. 88,000/-, sometimes Rs. 90,000/- and sometimes Rs. 94,000. How would a poor person feel on receiving such exorbitant bills and why he should be expected to take rounds of the SDO office to get his bills corrected. This is nothing but harassment of the consumer for reasons which are completely attributable to the power utility i.e. DHBVN. The initial wrong bill was started by the officials of DHBVN or the billing agency which was acting on its behalf and thereafter, by the system. The consumer is not concerned whether it's a systemic issue or a manual thing, he is only concerned about the bill received by him which should be charged correctly. Therefore, finding DHBVN guilty of deficiency in delivery of notified service, in exercise of powers under Section 17 (1) (h) of the HRTS Act, a compensation of Rs. 3,000/- each for each wrong bill for the month of September, 2022, September, 2023, December, 2023 and February, 2024 i.e. a total of Rs. 12,000/- is awarded to Sh. Sita Ram, the consumer which should either be recovered from the pending bills of the agency or officials because of whose fault the bills were wrongly issued or should be paid out of the coffers of DHBVN. No penalty is being imposed under the provisions under Section 17 (1) (h) of the HRTS Act as the present officials are not responsible for the harassment caused but certainly the IT Wing of DHBVN is responsible and it is open for the MD, DHBVN to recover this compensation amount

of Rs. 12,000/- from those persons who are responsible but first of all, this compensation must be made within 30 days from the issuance of these orders to the consumer's account. MD, DHBVN is directed to report compliance of these orders after payment of compensation to the consumer by 25.06.2024. Sh. Sita Ram is requested to share the following details with the SDO (sdoopadampur@dhbvn.org.in) as well as to the Commission for making the payment of the compensation:-

- (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

With these orders, this revision is hereby disposed of.

13th May, 2024

