



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: 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](mailto: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](mailto: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 13<sup>th</sup> 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](mailto: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](mailto: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                              |   |
| <b>Designated Officer</b>                   | 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."  |
| <b>First Grievance Redressal Authority</b>  | 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."          |
| <b>Second Grievance Redressal Authority</b> | 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."  |