



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

To

Letter No. 577 (Through E-mail Only)

Dated 06.02.26

The FGRA-cum-SDO(Op),  
Sub-Division (Electricity), IDC,  
DHBVN  
Contact: 9540954932  
E-mail: sdoopidcgurugram@dhbvn.org.in

**Subject:** Revision Details - AAS25/2100471 - Energy (DHBVN) Name - Sh. KAMLESH Service - Billing Complaints [RTS - 7 Days] Self Filed by Applicant on Saral Portal (Saral) on 26.01.2026.

Sir,

I am directed to forward herewith a copy of the orders dated 05.02.2026 passed by **Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh**, in the above-mentioned case, for your information and necessary compliance. **The FGRA is directed** to send compliance of these orders **to the Commission by 20.02.2026**. The compliance report must be sent only through email to [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in). **A physical copy of the same must not be sent. The reply must mention the name and designation of the signatory without which it shall not be entertained.**

**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. 578

Dated 06.02.26

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

- i. Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN E-mail: [kadianvikas@yahoo.com](mailto:kadianvikas@yahoo.com).
- ii. The Revisionist, Sh. Kamlesh No. 8700385492 (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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**Interim orders - I**

**(In Respect of Revision Details - AAS25/2100471 - Energy (DHBVN) Name - Smt. Kamlesh Service - Billing Complaints [RTS - 7 Days] Self Filed by Applicant on Saral Portal (Saral) on 26.01.2026.)**

**Hearing date: 05.02.2026**

**Time: 10:30 am**

Case type	Revision on AAS	
Department	Energy (DHBVN)	
Name of Service	Billing Complaints	
Application Number	DB15102500097	
Date of application	15.10.2025	
RTS timeline	7 Days	
RTS Due Date	27.10.2025	
District	Gurugram	
Name of the Revisionist	Smt. Kamlesh	
Designated Officer	Designation	CA, SubDivision (Electricity)-IDC
	Action taken with date	Closed on 03.11.2025
	Remarks of DO	"The meter has been disconnected for non-payment. In this case, you must pay the outstanding bill to restore your power supply. also check bill found ok"
First Grievance Redressal Authority	Designation	SDO, SubDivision (Electricity)-IDC
	Date and mode of appeal submitted to FGRA	28.10.2025 Auto Appeal (Saral)
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	Appeal Resolved on 17.11.2025
	Remarks of FGRA	"The meter has been disconnected for non-payment. In this case, you must pay the outstanding bill to restore your power supply. also check bill found ok."
Second Grievance Redressal Authority	Designation	XEN, State-Haryana
	Date and mode of appeal submitted to SGRA	17.11.2025 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"Rs 68076 is imposed as Sundry Charges in my June 2025 bill which totally wrong and not related to me. Pl rectify the same."

	Action taken by SGRA with date	Final Judgement Delivered on 26.12.2025
	Remarks of SGRA	"Final Order Uploaded."
Commission	Date of filing of Revision	26.01.2026
	Mode of Revision	Self Filed by Applicant on Saral Portal
	Remarks of the Revisionist	"As sundry charges Rs. 68,076 has been imposed on my bill wrongly which is not related to me in the month of jun2025. it is my 25 year old commercial connection and paying my dues regularly in time. Being senior citizen, would request to rectify the same and obliged"
	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 a letter to the FGRA-cum-SDO (Op), Sub-Division (Electricity), IDC vide letter no. 404 dated 28.01.2026. He was directed to investigate the matter and send the action taken report by 03.02.2026 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 05.02.2026 at 10:30 am.
3. A response was received from the FGRA-cum-SDO (Op), Sub-Division (Electricity), IDC vide memo no. 126 dated 03.02.2026, wherein a detailed reply was submitted in respect of the complaint filed by Smt. Kamlesh, R/o 50/8, Jacobpura, Gurugram, Haryana, regarding alleged high billing and transfer of defaulting amount.

**i. Background of the Case**

The consumer submitted a grievance alleging that unjustified sundry charges had been added to her electricity bill pertaining to Account No. 1195530000. The grievance was initially examined by the First Grievance Redressal Authority (FGRA) and was thereafter taken up before the Second Grievance Redressal Authority (SGRA) on appeal.

**ii. Facts Verified by the Sub-Division Office**

During verification of the records, it was found that both the connections i.e. Account No. 9043540000 in the name of Sh. Prem Parkash and Account No. 1195530000 in the name of Smt. Kamlesh, pertain to an old connection. Due to migration of data from the legacy billing system to the present CCB system, an amount of Rs. 68,076/- was found outstanding against Account No. 9043540000 in the name of Sh. Prem Parkash. The JE/Area In-charge conducted a site inspection and submitted the LL-1 report dated 06.11.2024. No meter was found installed at the premises of Account No. 9043540000. Electricity supply at the said premises was being drawn through Account No. 1195530000 in the name of Smt. Kamlesh. The connection of Sh. Prem Parkash had already been permanently disconnected due to non-payment of dues and PDCO was effected on 24.10.2024 in the CCB system. A notice was issued on 24.04.2025 to the consumer for payment of the defaulting amount. However, no reply was received within the stipulated period. Accordingly, as per the provisions of the Haryana Electricity Supply Code, the defaulting amount was transferred to the running account from which supply was being drawn.

**iii. Action Taken After Receipt of Complaint**

The consumer subsequently filed a complaint on the AAS Portal. During scrutiny, it was observed that CA-22 records were not available as intimated by the JE/Area In-charge. Therefore, the disconnected account of Sh. Prem Parkash was overhauled on the basis of the previous available consumption data. A Billing Revision case was initiated and forwarded to the CBO office. After due examination, the CBO team revised the sundry charges and an adjustable amount of Rs. 32,151/- was allowed in favour of the consumer. The adjustment was duly reflected in the bill issued in November 2025 and the revised payable amount as per bill dated 06.01.2026 became Rs. 46,152/-. The consumer/her representative was called to the Sub-Division office and all calculations and proceedings were duly explained to them.

**iv. Proceedings Before FGRA**

The matter was heard by the First Grievance Redressal Authority and the actions taken by the Sub-Division office were examined in detail. After review of the entire record, the FGRA observed that the transfer of defaulting dues had been carried out on the basis of site verification and LL-1 report and that the subsequent overhauling and adjustment were undertaken correctly in accordance with the applicable provisions. The FGRA accordingly held that the grievance of the consumer had been addressed as per rules.

**v. Proceedings Before SGRA**

Being dissatisfied, the consumer preferred an appeal before the Second Grievance Redressal Authority. The SGRA heard both the parties through video conferencing and examined all relevant records and submissions. Vide order dated 24.12.2025, the SGRA observed that the electricity supply was being drawn through the appellant's connection and that the transfer of dues was justified as per the Haryana Electricity Supply Code. The SGRA also took note of the overhauling and adjustment already granted and thereafter finalized the outstanding amount payable by the consumer. The appeal was ultimately disposed of with directions to sensitize the field staff for future compliance.

**vi. Present Status**

At present, necessary adjustment had already been granted and the revised bill was issued to the consumer. The grievance was duly examined and disposed of by both the FGRA and the SGRA in accordance with the prescribed mechanism. No further action was pending at the Sub-Division level and the payable amount as per bill dated 06.01.2026 stood at Rs. 46,152/-.

**vii. Conclusion**

All actions taken by the department were strictly in accordance with the provisions of the Haryana Electricity Supply Code and the statutory grievance redressal mechanism. The complaint stood fully redressed and finalized.

4.(a) The hearing was held as scheduled, which was attended by the following: -

- i. Sh. Suhel Ahmed, the FGRA-cum-SDO (Op), Sub-Division (Electricity), IDC, assisted by Sh. Sandeep Bansal, UDC (CA).
- ii. Smt. Kamlesh, the Revisionist

(b) The revisionist stated that she owns a very small shop measuring approximately 200

square feet, where an NDS electricity connection is operational and she has been making payment of electricity charges regularly. However, she suddenly noticed that one of her bills included a sundry charge of Rs. 68,076. Alarmed by this addition, her representative contacted the Nigam officials, when it was informed that the amount pertained to some connection earlier existing at her premises in the name of Sh. Prem Parkash. She categorically stated that she has no concern whatsoever with Sh. Prem Parkash and that the addition of this amount in her bill is erroneous and liable to be set aside.

- (c) On the other hand, the respondents reiterated the contents of their replies which have been reproduced in the preceding paras. On being questioned, they stated that they do not have any record of the connection of Sh. Prem Parkash and it is on the basis of the filed report of JE that they have shifted the outstanding amount of Sh. Prem Parkash to Smt. Kamlesh.
5. The Commission has carefully considered all the facts and circumstances of this case. Upon perusal of the record, it is evident that the electricity connection in the name of Sh. Prem Parkash was domestic in nature, whereas the connection of Smt. Kamlesh is non-domestic. As per her statement, the premises in question is a small shop measuring approximately 200 square feet. Therefore, it is difficult to comprehend how two separate connections, one domestic and one non-domestic, could have existed for such a small establishment. It is possible that there may have been some adjoining portion of the building not owned by Smt. Kamlesh, earlier used for residential purposes where the connection in the name of Sh. Prem Parkash existed and that the said connection was subsequently disconnected after the premises was vacated. Moreover, the bill pertaining to Sh. Prem Parkash does not reflect any complete or specific address and merely mentions "Near Kabir Bhawan, Gurugram, Near Shiv Murti" which further casts doubt on the linkage of that connection with the premises of the revisionist. Therefore, the onus lies upon the DHBVN authorities to establish that the domestic connection in the name of Sh. Prem Parkash actually existed in the same premises as that of Smt. Kamlesh. For this purpose, an opportunity is hereby afforded to the FGRA-cum-SDO (Operations) to re-verify the facts. He shall not merely rely upon the statement of the JE and shall ensure that the matter is investigated afresh in an objective manner. He is directed to submit a detailed report along with photographs and videography of the entire premises belonging to Smt. Kamlesh, as well as of the premises where the connection in the name of Sh. Prem Parkash is alleged to have existed. The report be submitted to the Commission at its email id [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in) by 20.02.2026.

5<sup>th</sup> February, 2026

