



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

(Through E-mail Only)

Letter no. HRTSC/Comp-34/Energy/2026/2001 Dated 30th April' 2026

To

The FGRA-cum-SDO (Op),
Sub-Division (Electricity), Sub-Urban, Panchkula
UHBVN.
Contact No. 9316065990
E-mail id: sdoorsupanchkula@uhbvn.org.in

Subject:- HRTSC/Comp-34/Energy(UHBVN)/2026 - Complaint regarding Service - Billing Complaints- Sh. R.K. Ranga, IAS (Retd.).

Sir,

I am directed to forward herewith a copy of the orders dated 29.04.2026 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and necessary action.

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

Endst. No. HRTSC/ Comp-34/Energy/2026/2002

Dated 30th April' 2026

A copy of the above is forwarded to Sh. R.K. Ranga, IAS (Retd.) R/O H. No. 863, Sector-12, Panchkula E-mail ID: jb4582149@gmail.com for information.



(Sube Khan)

Under Secretary-cum-Registrar,
Haryana Right to Service Commission
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Final orders

**(In respect of Complaint Case No. HRTSC/Comp-34/Energy (UHBVN)/2026 -
Complaint regarding Service - Billing Complaints- Sh. R.K. Ranga, IAS (Retd.)**

Hearing date: 29.04.2026

Time: 11:00 am

Case type	Complaint Case (No. HRTSC/Comp-34/Energy(DHBVN)/2026)	
Department	Energy (UHBVN)	
Name of Service	Billing Complaints	
Date of application	-	
Date of receiving complaint in the Commission	Email sent to the Commission on 26.02.2026	
RTS timeline	7 Days	
RTS Due Date	-	
District	Panchkula	
Name of the Appellant	Sh. R.K. Ranga, IAS (Retd.)	
Designated Officer	Designation	CA
	Action taken with date	No action taken
	Remarks of DO	NA
First Grievances Redressal Authority	Designation	SDO
Second Grievances Redressal Authority	Designation	XEN

2. The complainant, Sh. R.K. Ranga, IAS (Retd.), submitted a complaint for the service "Billing Complaints" (RTS - 7 Days). He wrote to the Commission on 26.02.2026. The complainant stated that for house no. 863, Sector 12, Panchkula, the owner obtained a domestic connection bearing no. 5448450000 for the first and second floors. For the ground floor, the account no. was 4256650000. He obtained the said connection in 2011 and has been residing in the premises since then. It was contended that the family members resided on the ground floor and there was hardly any consumption on the first and second floors. A request was made approximately ten years ago to disconnect the connections of the upper floors, which were subsequently disconnected. In January 2020, he, along with his family, shifted to house no. 600, Sector 6, Panchkula. Since then, house no. 863, Sector 12 remained permanently locked and no consumption took place. However, a hefty bill amounting to Rs. 77,657 was issued by the Nigam. Further, an amount of Rs. 78,775 has allegedly been illegally transferred to another account of the consumer vide orders dated 03.06.2025, after which the connection was also disconnected without any prior notice. The complainant now intends to renovate the house and seeks restoration of the account bearing no. 4256650000.

3. With the intention to conduct a suo motu inquiry, the Commission vide letter no. HRTSC/Comp-34/Energy/2026/882 dated 02.03.2026 directed the SDO to investigate the matter and submit an action taken report by 12.03.2026.
4. A response was received from the FGRA-cum-SDO (Op), Sub-Division (Electricity), Sub-Urban, Panchkula vide memo no. 804 on 13.03.2026 wherein it was stated that that for the account no. 5448450000, the consumer had been regularly paying the bills till 25.02.2022 and no payment was recorded thereafter. The meter got defective in 12/2021 and the same was replaced in 12/2021 and average units were charged from 12/2021 to 03/2022. The said account was disconnected with a defaulting amount of Rs. 77,657 in December 2022. It was argued that since energy got consumer till 12/2022, the matter of disconnection ten years back is not justified. A notice was served to the consumer on 03.06.2025 but the same was not cleared. Hence, the amount was transferred but since the same was also not cleared, the said account was also disconnected.
5. The reply of the SDO was sent to the Complainant to submit rejoinder, if any, to the said reply within one week. The same was received from the complainant through email on 26.03.2026 while stating that for more than 10 years, no electricity was consumed in the account no. 5448450000 yet the Nigam imposed tariff charges, whereas no bill was served to the them for the last ten years. No prior notice was given nor any hearing opportunity was given before transferring the dues. Notice dated 03.06.2025 was never served to the them and after completion of the seven days, the second account was disconnected without serving notice. They transferred the amount after two years despite being a settled principle of law that the same is time barred. They have requested that the notice dated 03.06.2025 be recalled, electricity connection be restored and the Nigam may be directed to provide a compensation of Rs. 5 lakhs.
6. After the preliminary inquiry into the complaint, the Commission was satisfied that there are reasonable grounds to inquire into the matter and, therefore, decided to initiate a suo moto inquiry, in exercise of its powers under Section 17(2) of the Haryana Right to Service Act, 2014 (hereinafter referred to as "Act"). Therefore, to proceed further in the matter a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 29.04.2026 at 11:00 am.
7. In response, a further reply was received from the FGRA-cum-SDO (Op), Sub-Division (Electricity), Sub-Urban, Panchkula vide memo no. 903 on 22.04.2026 wherein it stated that the electricity connection bearing account no. 5448450000 was released in the name of the complainant, Sh. R.K. Ranga, for House No. 863, Sector-12, Panchkula with a sanctioned load of 10 KW. As per the CCB records, bills had been raised on the basis of actual consumption up to 12/2022. Therefore, the claim of the complainant that the supply was not being used was stated to be incorrect. It was further submitted that the billing details for the last ten years had been annexed, which showed that the consumer had regularly paid the electricity bills up to 02/2022. It was also stated that due notice had been issued to the consumer before initiating action in the matter. The notice was issued vide memo no. 2312/SU/CA dated 03.06.2025. Further, it was submitted that the connection was made PDCO in 12/2022 due to non-payment of

electricity bills and the consumer was granted six months' time to clear the outstanding dues. Thereafter, the connection was transferred to the permanent ledger for recovery proceedings. It was stated that the recovery action had been initiated within two years from the date of migration of the connection to the permanent ledger. The authority further clarified that the arrears had continuously been reflected in the consumer's account and bills. Reference was also made to Section 56 of the Electricity Act, 2003, which provides that recovery of dues beyond two years is permissible where the amount has continuously been shown as recoverable arrears in the bills. Accordingly, it was stated that the outstanding amount in the present case remained legally recoverable.

8. (a) The hearing took place as scheduled, which was attended only by Sh. Neelanshu Dubey, the FGRA-cum-SDO (Op), Sub-Division (Electricity), Sub-Urban, Panchkula. Neither Sh. R.K. Ranga, IAS (Retd.), the Complainant nor his representative attended the hearing.
- (b) Sh. Neelanshu Dubey reiterated the contents of his reply dated 22.04.2026, which have already been incorporated in the preceding paragraphs.
9. The Commission has carefully considered all facts and circumstances of this case. It is evident from the record that the consumer failed to make payments in respect of connection no. 5448450000. The claim of the complainant that the electricity supply had not been used since January 2020 appears to be incorrect, as consumption has been recorded subsequent to that date. Further, payments were also made by the complainant in respect of this connection as late as 25.02.2022, after which no further payments were made. Moreover, prior to transferring the outstanding dues of this connection to the account bearing connection no. 4256650000, a notice dated 03.06.2025 was duly issued to the complainant at his registered address which has been shared with the Commission. Accordingly, no fault can be attributed to UHBVN in the matter.

In view of the above, there is no merit in the complaint which is hereby filed.

29th April, 2026

