



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. HRTSC/Comp-83/Power/2024 *14234*

Dated: *25/9/24*

To

The Managing Director,
DHBVN, Hisar.

Sh. Rajender Sabharwal,
SE(OP), DHBVN, Sirsa.
Contact: 9812190009
E-mail: seopsirsa@dhbvn.org.in

Subject:- Complaint regarding Service – Billing Complaints (RTS timeline – 7 Days) – DHBVN – Sirsa.

Sir,

I am directed to forward herewith a copy of the orders dated 24th 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.

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-83/Power/2024 *14235*

Dated: *25/9/24.*

A copy is forwarded to Sh. Rameshwar Das R/o House No. 50, Agarwal Colony, Sirsa, Haryana (Mobile No 9416309807) E-mail: dassrameshwar444@gmail.com for information.

(Sube Khan)

Under Secretary-cum-Registrar,
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Final orders

(In respect of Complaint Case No. HRTSC/Comp-83/Power/2024-Complaint regarding Service – Billing Complaints (RTS timeline – 7 Days) – DHBVN – Sirsa.

These orders are in continuation of the earlier orders of this Commission passed on 18.06.2024, the operative part of which is as follows: -

“Shri Rameshwar Das stated that he was not getting the bills on regular basis and his solar units were also not being accounted for properly. After November, 2021 when connection was released to him, he received the bill after 3 months i.e., in March, 2022. Thereafter, bills were received by him at irregular intervals, so much so that he received the bill for the period 20.11.2022 to 20.05.2023, after six months. Further, he received the bill for 244 days (i.e. for the period from 20.07.2023 to 20.03.2024) only after submitting a complaint to the Commission. On the other hand, Shri Rajender Sabharwal stated that since he was busy in the Samadhan meeting headed by the Deputy Commissioner, he has not been able to look into the details of the case but he will satisfy the complainant fully and submit a response within a week. Prima facie, it seems that the main issue pertains to delayed receipt of bills instead of accounting for the units of solar generation. SE will hold a meeting with the complainant as assured and send a detailed response with the satisfaction of the complainant within a week from today after which, final orders in this case will be passed.”

2. A response was received from SE vide no. 7163 dated 01.07.2024 wherein the following was stated:-
 - i. SE(CBO) DHBVN, Hisar submitted a fact-finding report on 26.06.2024.
 - ii. Solar connection was updated on CCB in December 2021, following which regular bills were generated until July 2023. However, from July 2023 onwards, the account encountered an error indicating ‘export generation greater than solar generation in the CCB’. This remained the reason for the account being unbilled from July 2023 to May 2024.
 - iii. The difference in reading from 20.07.2023 to 20.09.2023 was only 17 units, after which they sent the meter for testing. The meter was declared defective. The meter reading agency failed to inform this either to the subdivision or the CBO office.
 - iv. The May 2024 bill covering period from July 2023 to May 2024 was generated by equalizing the KwhE (export unit difference) with KwhS (Solar

unit difference) as an assumption. The bill was generated without surcharge. The final bill is dated 16.05.2024 amounting to Rs. 39,310 which is payable by the consumer.

v. The defective meter was replaced with a new solar meter on 15.06.2024.

3. Furthermore, an complaint dated 24.06.2024 was also received from the appellatant wherein the following was stated:-

- i. Bills from 20.07.2023 to 20.03.2024 and from 20.03.2024 to 16.05.2024 were received by the complainant on 16.05.2024. It is claimed that the reading was taken on 16.05.2024 (a day before the scheduled hearing before of the Commission) on the basis of which the bill was generated. The question flagged by the complainant is on what reading is the bill from 20.07.2023 to 20.03.2024 generated when the reading was taken on 16.05.2024.
- ii. Solar generated units taken on 16.05.2024 for the billing period 20.03.2024 to 16.05.2024 was shown as 7097, whereas solar net meter on 14.06.2024 is shown as 6365.
- iii. It is requested by the complainant to make the payment in five bi-monthly instalments instead of a lump sum payment, which has been agreed to.

In view of above, a report was sought vide no. HRTSC/Comp-83/2024/Power/3344 dated 07.08.2024 from SE on the grievance letter dated 24.06.2024 received from the complainant.

4. A response was received from SE vide no. 9054 dated 16.08.2024 wherein the following was stated:-

- i. Final bill is generated on Net Meter reading basis and the solar meter is for reference only. The same was informed by CBO, DHBVN, Hisar in his reply dated 26.06.2024. Bill has been generated on an OK basis and net meter too is working OK.
- ii. Solar meter was found faulty and was changed with MCO dated 14.06.2024. The same was updated in the CCB on 15.06.2024.
- iii. It was noted that the complainant was recording solar generation readings, however, bill is generated on the difference of import unit and export unit that is recorded in the net meter. To confirm the same, two site verification visits were conducted on 09.07.2024 and 14.08.2024.
- iv. Bill generated on 16.05.2024 is OK and the consumer is not bearing any financial loss since no surcharge is imposed in this bill.
- v. No official is found responsible since earlier it was a CCB generated error.

5. The Commission has carefully considered all the facts and circumstances of this case. This is yet another instance where the power utility acted proactively only after the Commission took cognizance of the matter. Had the Commission not been involved, it is highly likely that this case would have gone unnoticed. It is indeed astonishing that the account remained unbilled from July 2023 to May 2024. The complainant had repeatedly requested the Nigam, through various letters starting in 2022, to issue bills on time;

however, these requests were never addressed. This negligence not only resulted in financial loss to the Nigam but also highlights a lack of monitoring and seriousness among senior officials. In his reply dated 16.08.2024, the SE (OP), DHBVN, mentioned that since the issue was caused by a CCB-generated error, no official was found guilty. However, this does not absolve the department of responsibility, especially since the complainant had been approaching them for years to resolve the issue. This amounts to indefinite harassment of the consumer, who is also a senior citizen and who was presented with a cumulative bill of Rs. 39,310 in May 2024 though no fault of his own. Since the bill has now been corrected, the complainant is liable to make the payment. It is satisfying to note that the Nigam has allowed part payment. However, due to the undue harassment caused, the Commission, exercising its powers under Section 17 (1)(h) of the Haryana Right to Service Act, 2014 (hereinafter referred to as the "Act"), awards compensation of Rs. 5,000/- to the consumer. The Commission directs DHBVN to pay this compensation to the consumer's bank account. The amount should initially be paid from DHBVN's funds and later recovered from the defaulting officials who failed to take timely action, or from any other responsible party. The Commission requests that compliance be reported within 30 days of receipt of this order, along with evidence, at email to rtsc-hry@gov.in. The consumer is also requested to provide the following details to the SE (OP), DHBVN, Sirsa (seopsirsa@dhbvn.org.in) as well as to the Commission for processing the compensation payment:

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

The Commission also notes with regret the conduct of Sh. Rajender Sabharwal, SE, in this case, who turned a blind eye to the complainant's plight. It is unfortunate that the department acts on certain complaints only when taken by the Commission. A formal warning is hereby issued to the him to handle such grievances with the utmost attention and if similar lapses are found in future, this case will be referenced in recommending disciplinary action against him to the State Government under Section 17(1)(d) of the Haryana Right to Service Act, 2014.

With this, the Revision is allowed and disposed of.

24th September, 2024

