



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

**(Through E-mail Only)**

Letter No. 1374

Dated 24/3/26

To

The FGRA-cum-SDO(Op),  
Sub-Division (Electricity), Kathura,  
DHBVN  
Contact: 9354726388  
E-mail: sdoopkathura@uhbvn.org.in

**Subject: Revision Details: AAS25/2296882 - Energy (UHBVN) Name: Sh. KARMENDER Service: Billing Complaints [RTS - 7 Days] Self Filed by Applicant on Saral Portal(Saral) on 12.02.2026.**

Sir,

I am directed to forward herewith a copy of the orders dated 19.03.2026 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. 1375

Dated 24/3/26

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

- i. Sh. Narender Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf of UHBVN E-mail: [narenderxen@gmail.com](mailto:narenderxen@gmail.com).
- ii. The Revisionist, Sh. Karmender No. 9813577559 (Through AAS).

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



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**Final Orders**

**(In Respect of Revision Details: AAS25/2296882 - Energy (UHBVN) Name: Sh. KARMENDER Service: Billing Complaints [RTS - 7 Days] Self Filed by Applicant on Saral Portal (Saral) on 12.02.2026.)**

**Hearing date: 19.03.2026**

**Time: 11:00 am**

Case type	Revision on AAS	
Department	Energy (UHBVN)	
Name of Service	Billing Complaints	
Application Number	UB19122500051	
Date of application	19.12.2025	
RTS timeline	7 Days	
RTS Due Date	30.12.2025	
District	Sonipat	
Name of the Revisionist	Sh. Karmender	
Designated Officer	Designation	CA, SubDivision (Electricity)-KATHURA
	Action taken with date	Service Completed on 01.01.2026
	Remarks of DO	NA
First Grievance Redressal Authority	Designation	SDO, SubDivision (Electricity)-KATHURA
	Date and mode of appeal submitted to FGRA	31.12.2025 Auto Appeal (Saral)
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	Appeal Resolved on 01.01.2026
	Remarks of FGRA	"Close Complaint"
Second Grievance Redressal Authority	Designation	XEN, Division (Electricity)-OP Gohana
	Date and mode of appeal submitted to SGRA	01.01.2026 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"My bill was not rectified and uhbvn ca accepted it that bill was wrong and no action was made on last due date they only say that they will rectify the bill but no action still so I made payment of my bill I want my refund"
	Action taken by SGRA with date	Appeal Resolved on 12.02.2026
	Remarks of SGRA	"Please submitted."

Commission	Date of filing of Revision	12.02.2026
	Mode of Revision	Self Filed by Applicant on Saral Portal
	Remarks of the Revisionist	“Sdo says 365 days theft amount charged what it means we r using direct supply 24 hrs then why we not caught in 365 days he is accusing because he have dispute with us personally and he is also not showing proof of direct supply in office and if we caught first time as a theft why the notice issued to us of penalty after 7 months later and again they make second theft case again and we have not issued although first case notice of theft penalty as a example if we use direct supply 30 days then we will be charged 30 times 40000 rupees then where is the load matters Sdo is totally using his power wrong way he is not showing proof of direct supply to us why and he is accusing that we use direct supply 365 days so why he not caught us in 365 days if he know from first that we are using direct supply he is totally using his power in wrong way please tell that when we caught as a theft we should issue the notice by uhbvn next day we r ready to pay penalty and not using the direct supply again but he issue notice after 2 cases he made and after 7 months later where are they from 7 months they r in wait that we will make LL case again and if they will use first proof in second LL case then also he can fool us ACC to load we cannot charged so much penalty 80000 and 2 FIR of 6000 each and if we have made payment of penalty then how he can make FIR against us after 7 months”
	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), Division (Electricity), Kathura vide letter no. 712 dated 17.02.2026. He was directed to investigate the matter and send the action taken report by 25.02.2026. Simultaneously, a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 27.02.2026 at 11:30 am along with concerned Commercial Assistant.

In response, an email was received on 18.02.2026 from the revisionist stating that his issue had been resolved and he did not wish to pursue the matter further. He also stated that he will not appear for the scheduled hearing. Accordingly, the hearing was cancelled in view of the satisfaction conveyed by the revisionist. However, the Commission observed that irregularities were pointed out by the revisionist in the submission made earlier. Therefore, the SDO was directed vide memo no. 798 dated 24.02.2026 to submit a detailed status report clearly indicating:

- i. The factual position of the case.

- ii. Action taken on the allegations raised by the revisionist.
  - iii. Present status of billing and recovery, if any.
  - iv. Action taken against officials, if any irregularity was found.
3. A reply was received from the SDO vide letter no. 5081 dated 05.03.2026 stating that in the name of Sh. Karmender Singh, a theft was detected on 23.05.2025 on the basis of which an amount of Rs. 37,841 was charged on 12.09.2025. The total amount of Rs. 38,742 was paid by the complainant on 15.10.2025. A compounding amount of Rs. 6,000 was paid on 29.12.2025. Another theft case was reported and an amount of Rs. 35,343 was added on 03.10.2025. The amount of Rs. 37,337 was paid on 19.12.2025. It was subsequently found that an incorrect sundry assessment had been prepared for 365 days instead of 57 days. A bill revision case was sent to the CBO on 01.01.2026 which was rejected on 29.01.2026. Thereafter, another case ID was generated on 30.01.2026. A show cause notice was issued to the concerned official and forwarded to the higher authority on 12.02.2026. The case was approved by the CBO on 13.02.2026.
- Further, an email dated 27.02.2026 was received from the revisionist requesting to reopen the complaint and sought a fresh hearing date. Another email dated 02.03.2026 was received reiterating the same request. A separate submission dated 02.03.2026 was also made by the revisionist stating that no notices were served to him in respect of the theft cases and alleged that the officials intimidated him while failing to provide any proof of theft. He further stated that the payments were made under compulsion as he had no alternative.
- 4.(a) Therefore, to further proceed in the matter, a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 19.03.2026 at 11:00 am. The hearing was held as scheduled, which was attended by the following: -
- i. Sh. Narender Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf UHBVN.
  - ii. Sh. Kapil Yadav, the FGRA-cum-SDO (Op), Division (Electricity), Kathura.
  - iii. Sh. Lakshay s/o Sh. Karmender, the Revisionist.
- (b) Sh. Lakshay was asked whether the case pertains to the assessment of charges on account of theft which he admitted. He also raised certain other issues in the matter, such as the absence of prior notice before the inclusion of such charges in the bill. However, these issues do not fall within the purview of the Commission.
5. The Commission has carefully considered all the facts and circumstances of this case. The issue involved pertains to the assessment of charges arising out of a case of theft. In the considered opinion of the Commission, this matter is not a notified service under the provisions of the Haryana Right to Service Act, 2014. Therefore, the present revision petition is liable to be dismissed. The petitioner is, however, at liberty to approach the appropriate forum for redressal of his grievance. It is also noted that the assessment has already been revised pursuant to the orders of the higher authorities, as discussed in the preceding paragraphs.

19<sup>th</sup> March, 2026

