



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-010004/21/2024/ 2015  
To

Dated: 09.05.2024

Additional Chief Secretary to govt. Haryana,  
Energy Department.

Superintending Engineer,  
Panipat, Haryana.  
E-mail: [seoppanipat@uhbvn.org.in](mailto:seoppanipat@uhbvn.org.in)

XEN-cum-SGRA  
Division (Electricity)-Panipat City  
Contact No.9354918980  
Email: [xenopcitypanipat@uhbvn.org.in](mailto:xenopcitypanipat@uhbvn.org.in)

The SDO-cum-FGRA,  
Sub-Division (Electricity)-Sanoli Rodad, Panipat, UHBVN  
Contact No. 9354919039  
Email:- [sdoopsanoliroad@uhbvn.org.in](mailto:sdoopsanoliroad@uhbvn.org.in)

The Commercial Assistant-cum-DO,  
O/o SDO, Sanoli Rodad, Panipat (M) 9354919039  
Email:- [sdoopsanoliroad@uhbvn.org.in](mailto:sdoopsanoliroad@uhbvn.org.in) & [casanoliroad@uhbvn.org.in](mailto:casanoliroad@uhbvn.org.in)

**Subject:-** Revision No.-AAS24/1028157, Name- SATYA DEVI JINDAL, Service-  
Billing Complaints [RTS - 7 Day], Filed through Self- on 18.03.2024,  
Department- UHBVN, Panipat.

Sir,

I am directed to forward herewith a copy of the orders dated 8<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. 2016

Dated:- 09.05.2024

A copy is forwarded to the following for action/information please:-

- i. The MD, UHBVN .
- ii. The Appellant, Sh. SATYA DEVI JINDAL (M)  
9034001603 Email:- [amitjindal4u@gmail.com](mailto:amitjindal4u@gmail.com).

(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. AAS24/1028157, Name- SATYA DEVI JINDAL, Service-Billing Complaints [RTS - 7 Day], Filed through Self- on 18.03.2024, Department-UHBVN, Panipat.**

**Hearing date: 07.05.2024**

**Time: 10:00 am**

Case type		Revision on AAS
Department		UHBVN
Name of Service		Billing Complaints
Date of application		26.02.2024
RTS timeline		7 Days
RTS Due Date		06.03.2024
District		Panipat
Name of the Appellant		Sh. Satya Devi Jindal
<b>Designated Officer</b>	Designation	CA, Sub-Division (Electricity)-SANOLI ROAD
	Action taken with date	Closed on 29.02.2024
	Remarks of DO	“AS PER REVENUE SECTION BILL OK ACCORDING TO READ NO ADJUSTMENT REQUIRED”
<b>First Grievance Redressal Authority</b>	Designation	SDO, Sub-Division (Electricity)-SANOLI ROAD
	Date and mode of appeal submitted to FGRA	02.03.2024 (Filed through self)
	Remarks of the Appellant	“Sir pls update our reading in billfrom old replaced meter due to display issue”
	Action taken by the FGRA with date	Appeal Resolved on 07.03.2024
	Remarks of FGRA	“AS PER REVENUE SECTION BILL OK ACCORDING TO MDM READ NO ADJUSTMENT REQUIRED
<b>Second Grievance Redressal Authority</b>	Designation	XEN, Division (Electricity)-Panipat City
	Date and mode of appeal submitted to SGRA	07.03.2024 (Filed through self)
	Remarks of the Appellant	“Old meter reading is not updatef. Which display was disturbed”
	Action taken by SGRA with date	Appeal Resolved on 18.03.2024



	Remarks of SGRA	"AS PER REVENUE SECTION BILL OK ACCORDING TO READ NO ADJUSTMENT REQUIRED"
<b>Commission</b>	Date of filing of Revision	18.03.2024
	Mode of Revision	Filed through Self
	Remarks of the Appellant	"Pls update reading of old meter in bill. New meter reading is ok"
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under the correct category?	Yes

2. Taking cognizance of the matter, the Commission sent a letter to the Commercial Assistant (O/o SDO, Sub-Division (Electricity)-SANOLI ROAD) vide no. 1070 dated 21.03.2024 wherein he was directed to investigate the matter and send an action taken report by 02.04.2024. A response was received from SDO (OP)-cum-FGRA, Sanoli Raod S/Division, UHBVN, Panipat vide no. 1769 dated 03.04.2024 stating that between 10.07.2023 - 22.01.2024, the consumer's meter was defective. During this period, she was billed on AV Basis (approx. 2272 units). On 21.01.2024, the consumer's defective meter was replaced with a smart meter. Further, on 09.02.2024, the consumer received a bill in which adjustment of INR 16,487.87 had been made in lieu of the average bills issued earlier. Based on this bill, the consumer filed her complaint. Furthermore, after the Commission's intervention, the CA noted that 2272 units being charged to the consumer on AV basis was high given her consumption and it should have been 290 units. Based on this, the consumer's bill was overhauled on PYM Basis and further adjustment of INR 7,245 has been made and sent to XEN, CBO for approval on 30.03.2024. The consumer is also satisfied with the resolution. Since the Commission was not satisfied with the above response, therefore, for further inquiry, a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 07.05.2024 at 4:30 pm which was taken up at 10:00 am on 07.05.2024 itself.
3. In the meanwhile, a reply was received from SDO (OP), Sanoli Raod S/Division, UHBVN, Panipat vide no. 1973 dated 01.05.2024, wherein it was stated that the account has been reviewed and INR 7,245 has been adjusted in the consumer's account. Following this adjustment, the consumer deposited an electricity bill of INR 5,350/- on 04.04.2024.
4. The hearing took place at 10:00 am on 07.05.2024, which was attended by:
  - i. Smt. Anjali Malik, SDO(OP)-cum-FGRA, Sanoli Raod S/Division, UHBVN, Panipat.
  - ii. Sh. Sewa Ram, Commercial Assistant-cum-DO, (O/o Sanoli Raod S/Division, UHBVN, Panipat)

Sh. Sewa Ram stated that this work pertains to the LDC who was on leave for about one month and therefore, the action could not be taken in time. When he was asked the name

of the LDC and the period during which he was on leave, he stated the name as Sh. Neeraj Kumar and added that he was on leave for about one month. When a specific question was put to him as to why it was closed on 29.02.2024 from his id as he is the Designated Officer for the service, he stated that it was LDC's work and it has to be done by him only. The SDO was asked as to why the action has been taken now after the intervention of the Commission, she stated that this work is being done by the LDC and the CA. Therefore, she could not explain the basis on which this appeal was resolved from her id on 07.03.2024. Sh. Vinod Kumar, XEN-cum-SGRA, Division (Electricity)-Panipat City did not appear for hearing despite advance notice from the Commission and the respondents even confirmed that he was aware of the hearing. Nobody appeared for the complainant and when the concerned dealing assistant from the Commission spoke to her a day before, she confirmed that her work had been done and she would not appear for the hearing.

5. The Commission has carefully considered all facts and circumstances of this case. It is strange that both the officers, namely the Designated Officer and the FGRA who appeared for the hearing have delegated their responsibilities to deal with the cases on AAS Portal to their subordinates and are not even owning the responsibility of the action taken on their behalf on the portal. It is clear that they have made mockery of the Auto Appeal System and did not take any action on the complaint when it was submitted to DO on 26.02.2024 and when it was raised to the FGRA and the SGRA. It is only after the appeal was filed by the consumer to the Commission and the Commission took cognizance of it that the necessary action of adjustment in the bill has been done. This is a very serious lapse on the part of all these three functionaries in this case and, therefore, the Commission in exercise of its powers under Section 17 (1) (h) of the Act, imposes a token penalty of INR 5,000 on Sh. Sewa Ram, Commercial Assistant and orders him to pay a compensation of INR 3,000 to the complainant which should be deducted from his salary of May, 2024 to be paid in June, 2024. SE, Panipat is directed to ensure that the amount of INR 8,000 is deducted from his salary and while INR 5,000 is deposited in the State Treasury under the Receipts Head 0070-60-800-86, INR 3,000 is disbursed to the bank account of the consumer/ complainant. He is also requested to intimate compliance to the Commission along with photocopies of the Challan etc., at its email [Id-rtsc-hry@gov.in](mailto:Id-rtsc-hry@gov.in). Smt. Satya Devi Jindal is requested to provide the following details to the office of SE, Panipat ([seoppanipat@uhbvn.org.in](mailto:seoppanipat@uhbvn.org.in)) as well as to the Commission for making the payment of the compensation:-

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

6. The conduct of the SDO in delegating the responsibility of dealing with the appeals on the portal is totally unacceptable. Further, she is not even aware of the provisions of the Haryana Right to Service Act, what to talk of giving an opportunity of hearing to the complainant for resolving the same on 07.03.2024. The XEN has also erroneously



resolved the second appeal without taking any effective action and therefore, the Commission in exercise of its powers under Section 17 (1) (d) of the Act recommends to Additional Chief Secretary, Energy Department initiation of disciplinary proceedings against both the SDO as well as the XEN. He is requested to intimate the Commission of the action taken in this case within 30 days of the receipt of these orders as provided in Section 18 (1) of the Act which states as under:-

*The State Government shall consider the recommendations made by the Commission under clauses (d), (e) and (f) of sub-section (1) of section 17 and send information to the Commission of action taken within thirty days or such longer time as may be decided in consultation with the Commission, In case the State Government decides not to implement any of the recommendations of the Commission, it shall communicate the reasons for not acting on the recommendations to the Commission.*

With these orders, this AAS Revision is hereby disposed of.

8<sup>th</sup> May, 2024

