



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. 2513
To

Dated: 30 June 2025

The SGRA-cum-XEN(Op),
Division (Electricity), S/U No. II Sampla, Rohtak.
Contact: 9354726568
E-mail: xenopsu2rohtak@uhbvn.org.in

The FGRA-cum-SDO(Op),
Sub-Division (Electricity), Haasangarh.
Contact: 9354726617
E-mail: subofficehassangarh@uhbvn.org.in

Sh. Sushil Katyal,
DO-cum-CA (Op),
Sub-office (Electricity)-Hassangarh
Contact: 9050577366
E-mail: cahassangarh@uhbvn.org.in

Sh. Dharam Pal, JE (Op)
Sub-Division (Electricity), Haasangarh.
(Through SDO)
Contact: 9354726617
E-mail: subofficehassangarh@uhbvn.org.in


Subject: Revision Details - AAS24/1321496 Name- Sh. RANDHIR SINGH Service- Billing Complaints [RTS - 7 Days] UHBVN Self Filed by Applicant on Saral Portal (Saral) on 22.05.2025.

Sir,

I am directed to forward herewith a copy of the orders dated 25.06.2025 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance. **The XEN is requested** to send compliance of these orders, to the Commission by 10.07.2025. The compliance report must be sent only through email to 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

Endst. No. 2514

Dated: 30 June 2025

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

- i. The Managing Director, UHBVN
- ii. Sh. Puneet Kundu, SE/RA, Link Officer of Sh. Rajinder Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf of UHBVN E-mail: sera@uhbvn.org.in and r.untale@gmail.com.
- iii. The appellant - Sh. Randhir Singh Phone No. 9717587214 E-mail: sravinder583@gmail.com.


(Sube Khan)

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

THE HONORABLE MEMBERS OF THE HOUSE OF COMMONS
AND THE LORDS OF THE UPPER HOUSE
OF PARLIAMENT

20 June 1954

2013

The House of Commons
London W.C.2

Dear Sir,

I have the honor to acknowledge the receipt of your letter of the 17th inst.

in relation to the above matter.

I am sorry that I cannot give you a more definite answer at this time.

Yours faithfully,

W. A. G. G.

Secretary of State for the Colonies

Whitehall, London W.C.2

I am, Sir, very sorry that I cannot give you a more definite answer at this time.

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Final orders

(In respect of Revision Details - AAS24/1321496 Name- Sh. RANDHIR SINGH Service-Billing Complaints [RTS - 7 Days] UHBVN Self Filed by Applicant on Saral Portal(Saral) on 22.05.2025.)

Hearing date: 25.06.2025

Time: 10:30 am

Case type		Revision on AAS
Department		Energy (UHBVN)
Name of Service		Billing Complaints
Date of application		04.11.2024
RTS timeline		7 Days
RTS Due Date		12.11.2024
District		Rohtak
Name of the Appellant		Sh. Randhir Singh
Designated Officer	Designation	CA, Sub-Division (Electricity)-Hassangarh
	Action taken with date	Closed on 13.11.2024
	Remarks of DO	"MCO has been done bill is ok as per reading rs. 1392 has been adjusted of previous average bill"
First Grievance Redressal Authority	Designation	SDO, Sub-Division (Electricity)-Sampla
	Date and mode of appeal submitted to FGRA	14.11.2024 Auto Appeal (Saral)
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	Final Judgement Delivered on 26.12.2024
	Remarks of FGRA	"bill has been rectified and refunded rupees 15838 in 29/11/24 bill"
Second Grievance Redressal Authority	Designation	XEN, Division (Electricity)-SU-II, Rohtak
	Date and mode of appeal submitted to SGRA	26.12.2024 (Self Filed by Applicant on AAS Portal)
	Remarks of the Appellant	"Sir ji jo Mene pichle 4 bar bil bhre h unko ye bolkr adhikari ne bhrvaya tha ki agla bil thik krke bhejenge or ap extra bil bhr rhe h usko km krke bil bhejenge lekin dedh sal se abtk koi karyavahi nhi hui"
	Action taken by SGRA with date	Final Judgement Delivered 03.02.2025
	Remarks of SGRA	"Final Judgment Order Dated 03.02.2025 issued with direction to the CA

		Hassangrah to redress the grievance of the appellant consumer within next 10 days and submit compliance report.”
Commission	Date of filing of Revision	22.05.2025
	Mode of Revision	Self Filed by Applicant on Saral Portal
	Remarks of the Appellant	“Sir meri complaint ka abhi tk koi solution nhi hua 2 sal se chkr lga rhe h pls koi smadhan kijiye”
	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)-Sampla vide letter no. 1938 dated 27.05.2025. He was directed to investigate the matter and send the action taken report by 06.06.2025. A response was received from FGRA-cum-SDO (Op), Sub-Division (Electricity)-Sampla vide memo no. 936 on 10.06.2025 wherein it was stated that the bill was rectified by CA, Hassangarh and it was found that the meter was changed and the MCO was effected on 16.02.2022. PMY basis bill was generated in which higher readings were taken than the actual consumption. SCAR was generated for Rs. 16,330. Case was sent to CBO, which was approved on 10.06.2025. Final amount to be paid by the consumer is Rs. 14,025. However, the appellant in his revision had submitted that he had been following up on the matter for nearly two years.
3. (a) 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 25.06.2025 at 10:30 am. The hearing took place as scheduled, which was attended by:
 - i. Sh. Joginder Mor, FGRA-cum-SDO (Op), Sub-Division (Electricity), Sampla (sub-office, Hassangarh.
 - ii. Sh. Sushil Katyal, DO-cum-CA (Op), Sub-office (Electricity)-Hassangarh.
 - iii. Sh. Ravinder s/o Sh. Randhir Singh, the appellant.
- (b) The complainant could not join the hearing through the provided link and was therefore, heard telephonically. He stated that he had made numerous visits to the Hassangarh office and met Sh. Sushil Katyal, CA, as well as the Junior Engineer (whose name he did not recall) on several occasions but no resolution was provided. It was only in November, 2024 that his bill was rectified for the first time and an amount of Rs. 15,838 was refunded. However, this amount was inadequate and hence, he continued filing appeals. Ultimately, it was only after the intervention of the Commission that a credit of Rs. 16,330 was recently sanctioned, which was verbally communicated to him. He requested that, after deducting this amount, a final bill of Rs. 14,025 be issued to him, which he undertook to pay within the stipulated time. He further submitted that he has been subjected to harassment for the past two years and requested that appropriate action be taken against those responsible.
- (c) Sh. Joginder Mor, SDO stated at the outset that he is the SDO of Sampla Sub-Division and Hassangarh is a Sub-Office under the jurisdiction of Sampla Sub-Division. He further

submitted that the functions of the First Appellate Authority in respect of this case, as well as other cases of the Hassangarh Sub-Office, have been disposed of at the level of the Junior Engineer, who is the in-charge of the Sub-Office. When asked, he informed that the meter was changed on 18.04.2022, the Meter Change Order (MCO) was entered on 16.06.2022 but it was updated in the system only on 11.06.2023. Upon receipt of the complaint, a refund of Rs. 15,838 was provided in the consumer's bill dated 29.11.2024 and the first appeal was disposed of by the JE and not by him. Subsequently, on receiving a reference from the Commission, the calculations were re-examined and an error of Rs. 7,532 was detected. Meanwhile, a Surcharge Waiver Scheme had also been issued by the Nigam, under which the surcharge of previous years amounting to Rs. 8,798 was decided to be refunded. Accordingly, a sundry adjustment of Rs. 16,330 was forwarded to the CBO on 09.06.2025, which was approved on 10.06.2025. A final bill of Rs. 14,025 will now be issued to the consumer to settle the billing.

- (d) Sh. Sushil Katyal, CA was asked why the consumer's bills were being generated on an average basis and why the resolution made on 29.11.2024 was incomplete, compelling the consumer to repeatedly visit his office and file appeals before the SGRA and the Commission. He stated that he had prepared a sundry adjustment on 08.05.2024 when the consumer submitted a complaint. However, when asked about the exact date of receipt of the complaint, he displayed ignorance and claimed it might have been received either through the portal, CGRS or some other source but insisted that he had taken prompt action. Despite this, he could not provide a satisfactory explanation for the delay in the approval of the sundry, which, though started to be prepared on 08.05.2024, was only approved on 29.11.2024, following the intervention of the Junior Engineer in charge of the Hassangarh Sub-Office. He was also unable to clarify why there was an error in the calculations amounting to Rs. 7,529, which led to further harassment of the consumer and necessitated the filing of subsequent appeals and a revision.
4. The Commission has carefully considered all facts and circumstances of the case. It is evident that there was a delay of nearly one year in the updation of the MCO in the system, for which the Junior Engineer is responsible. However, even after the MCO was updated on 11.06.2023, the consumer's bill remained uncorrected, compelling him to lodge complaints and make repeated visits to the office. The sundry adjustment, as stated by the CA, was prepared on 08.05.2024 but due to errors in the calculation, it was approved only on 29.11.2024—after a delay of more than six months. Moreover, the resolution provided at that stage was incomplete, as a calculation error persisted, which was rectified only after the intervention of the Commission. It is highly unfortunate that such straightforward issues could not be resolved at the level of the FGRA-cum-SDO or SGRA-cum-XEN. For matters of such minor scale, the consumer was compelled to file a revision before the Commission. It is only due to the Auto Appeal System (AAS) introduced by the Haryana Right to Service Commission that consumers are now empowered to file appeals and revisions from the comfort of their homes. In the present case, although the consumer is illiterate and his son is educated up to the 10+2 level, it was through the utility of the AAS platform that they were able to escalate their grievance to the highest level and ultimately

secure refunds of Rs. 15,838 and Rs. 16,330—the latter being granted solely due to the Commission's intervention.

From the chain of events, the culpability of Sh. Sushil Katyal, CA is writ large on the face of it and therefore, the Commission in exercise of its powers vested under Section 17(1)(h) of the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') imposes a token penalty of Rs. 1,000/- on him and directs him to pay a compensation of Rs. 5,000/- (maximum permissible under the Act) to the consumer. XEN, S/U No. II Sampla, Rohtak is directed to deduct the amount of Rs. 6,000/- from the salary of Sh. Sushil Katyal for the month of June, 2025 to be paid in July, 2025 and deposit Rs. 1,000 in the State Treasury under the Receipts Head 0070-60-800-86-51 and either credit the amount of Rs. 5,000/- in the consumer's bill or deposit it in the bank account of the consumer. Sh. Randhir Singh is requested to share the following details with the SDO (subofficehassangarh@uhbvn.org.in), XEN (xenopsu2rohtak@uhbvn.org.in) as well as with 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

XEN is directed to report compliance of these orders by 10.07.2025 at its email id rtsc-hry@gov.in.

5. (a) The Commission would also like to advise Sh. Gagan Pandey, SGRA-cum-XEN, to exercise greater diligence in the discharge of his duties, ensuring that consumer grievances are effectively addressed at the first stage itself. In the opinion of the Commission, the benefit ultimately granted to the consumer following the Commission's intervention could and should have been extended at the level of the SGRA-cum-XEN. It is expected that he will discharge his responsibilities with due care in the future, thereby preventing the need for such cases to reach the Commission.
- (b) Simultaneously, the Junior Engineer in charge of the Hassangarh Sub-Office, identified as Sh. Dharam Pal, who acted as FGRA in this case, is also advised to perform his duties more responsibly. Had he ensured that the consumer received the correct benefit in a timely manner, there would have been no need for the consumer to escalate the matter through an appeal to the SGRA and a revision to the Commission.
- (c) Furthermore, Sh. Joginder Mor, SDO, is directed to initiate the process of getting the ID of the Sub-Office changed, as per the Gazette Notification, which designates the SDO as the FGRA—not any other officer for the said notified service. The Nodal Officer for RTS matters, UHBVN is instructed to ensure compliance not only in this case but also across all sub-offices where similar anomalies may exist.

25th June, 2025

