



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. 2345

To

Dated: 24th June, 2025

The SGRA-cum-XEN,
Division (Electricity)- SU-I, Rohtak.
Contact: 9315110301
E-mail: xenopsu1rohtak@uhbvn.org.in

The FGRA-cum-SDO,
SDO, Sub-Division (Electricity)- Kalanaur, Rohtak.
Contact: 9354726564
E-mail: sdoopkalanaur@uhbvn.org.in

The DO-cum-JE,
(O/o SDO, Sub-Division (Electricity)-Kalanaur, Rohtak.
Contact: 8059020715
E-mail: jekalanaur@uhbvn.org.in

Subject:- **Revision Details - AAS25/1435373 Name- Sh. YOGESH Service-Distribution Transformer Failure - Cities and Towns [RTS - 24 Hours] UHBVN Auto Appeal (Saral) on 04.06.2025.**

Sir,

I am directed to forward herewith a copy of the orders dated 18.06.2025 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance.

BY THE ORDER OF THE HARYANA RIGHT TO SERVICE COMMISSION AT CHANDIGARH.

Encl: As above

S Khan

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

Endst. No. 2346

Dated: 24th June, 2025

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

- i. Sh. Rajinder Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf of UHBVN E-mail: r.untale@gmail.com.
- ii. The appellant – Sh. Yogesh Phone No. 9812839407 (through AAS).

S Khan

(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 - AAS25/1435373 Name- Sh. YOGESH Service-Distribution Transformer Failure - Cities and Towns [RTS - 24 Hours] UHBVN Auto Appeal (Saral) on 04.06.2025.)

Hearing date: 18.06.2025

Time:12:00 noon

Case type		Revision on AAS
Department		Energy (UHBVN)
Name of Service		Distribution Transformer Failure – Cities and Town [RTS - 24 Hours]
Date of application		01.03.2025
RTS timeline		24 Hours
RTS Due Date		02.03.2025
District		Rohtak
Name of the Appellant		Sh. Yogesh
Designated Officer	Designation	JE, Sub-Division (Electricity)-Kalanaur
	Action taken with date	Application Submitted (For real-time status, login into the respective portal from where the service was applied) on 01.03.2025
	Remarks of DO	False (Updated by: Call Center)
First Grievance Redressal Authority	Designation	SDO, Sub-Division (Electricity)-Kalanaur
	Date and mode of appeal submitted to FGRA	02.03.2025 Auto Appeal (Saral)
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	No action taken
	Remarks of FGRA	No Remarks
Second Grievance Redressal Authority	Designation	XEN, Division (Electricity)-SU-I, Rohtak
	Date and mode of appeal submitted to SGRA	18.04.2025 Auto Appeal (Saral)
	Remarks of the Appellant	NA
	Action taken by SGRA with date	Direction Issued on 22.05.2025
	Remarks of SGRA	"Issue direction"
Commission	Date of filing of Revision	04.06.2025
	Mode of Revision	Auto Revision (Saral)
	Remarks of the Appellant	NA

	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 notices to the SGRA-cum-XEN, Division (Electricity)-SU-I, Rohtak, the FGRA-cum-SDO (Op), Sub-Division (Electricity)-Kalanaur and the DO-cum-JE (Op), Sub-Division (Electricity)-Kalanaur vide letter no. 2123, 2127 and 2129 on 06.06.2025 respectively. They were directed to investigate the matter and send the action taken report by 16.06.2025 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 18.06.2025 at 12 noon. Meanwhile, a reply was received from Smt. Seema Nara, the SGRA-cum-XEN, Division (Electricity)-SU-I, Rohtak vide memo no. Ch-339/AAS on 16.06.2025 wherein the following was stated:-

Action Taken/Status Report

1. Details of the Complaint:

The applicant, Sh. Yogesh, lodged the complaint on 02.03.2025. However, the complaint pertains to an AP (agricultural power) connection registered in the name of Sh. Arun, with a sanctioned load of 5.60 KW (Account No. CAP-098) and a transformer capacity of 10 KVA, rather than a Cities and Towns (RTS-24 Hours) connection.

2. Resolution Process:

As reported by the SDO, Kalanaur and the JE In-Charge, Sub-Office, Kalanaur, the complainant's wheat crop was standing in his field in March 2025, preventing access for the replacement of the damaged transformer. After harvesting the wheat crop, the complainant sowed a sorghum crop, causing further delay. During this period, temporary supply was arranged from a nearby transformer (SOP to Sh. Inder S/o Sh. Bhale, Account No. CAP-86). Once the sorghum crop was harvested, access was available and the transformer was replaced on 13.06.2025. The supply has since been restored from its original source.

3. Engagement with the Complainant:

A hearing with the complainant was conducted vide this office Memo No. Ch-311/AAS dated 06.06.2025, wherein he provided his consent on 01.06.2025, acknowledging that the replacement could not be done earlier due to crop obstruction. Further, vide Memo No. Ch-313/AAS dated 12/06/2025, the complainant again confirmed in writing on 13.06.2025 that the transformer had been replaced to his satisfaction.

4. Current Status:

The transformer has been replaced, the power supply has been fully restored and the complainant has expressed satisfaction with the resolution.

Reasons for Delay in Responding to the Auto Appeal System

The delay in addressing the complaint and updating the auto appeal system was due to the following factors:

1. In May 2025, 931 poles and 3 towers of different feeders were damaged due to heavy storms and rain, severely affecting supply due to disruption in 33 kV lines.

2. All online portals were non-functional from 07.05.2025 to 20.05.2025, hampering the issuance and procurement of materials.
3. A 10 KVA transformer was not available in the Divisional Store, Rohtak, from 10.03.2025 to 28.05.2025, necessitating procurement from other stores and causing further delays.
4. A heavy load of complaints was handled by the division in May 2025, with 159 complaints received and 243 complaints disposed of in compliance with RTS timelines.
5. The non-availability of the right of way due to the standing wheat crop in March 2025 and subsequently the sorghum crop further delayed the replacement work.

Explanation Regarding the Appeal Process

Further, an apology for the procedural lapse in handling the second appeal (AAS25/1435373) was submitted. She noted that the Commission had rightly observed that the appeal was dismissed without providing the appellant an opportunity of hearing, in violation of Section 7 of the Haryana Right to Service Act, 2014. This happened due to an administrative lapse on her part. She relied solely on the resolution reported by the First Grievance Redressal Authority (FGRA) and failed to independently verify the facts or conduct a hearing before dismissing the appeal. She took full responsibility for this lapse and regretted not adhering to the due process prescribed under the Act.

Corrective Measures Initiated

To ensure that such lapses are not repeated, the following corrective measures have been taken:

- Strict instructions have been issued to all officers under her jurisdiction for strict compliance with the provisions of the HRTS Act, 2014, particularly with respect to appeal handling.
- A training session on proper appeal handling and compliance with the Act has been scheduled for the staff of Urban Sub-Division No. 1, Rohtak, by 30.06.2025.
- A procedural checklist has been introduced to ensure that all requirements of the appeal process, including conducting hearings, are mandatorily followed.

Response to Show Cause Notice

In response to the Commission's directive under Regulation 10 of the Haryana Right to Service Commission (Management) Regulations, 2015, the SGRA submitted that the lapse was unintentional and was a result of an administrative oversight. She deeply regretted this failure and reaffirmed her commitment to the principles of transparency and accountability mandated under the HRTS Act, 2014. She respectfully requested the Commission to consider this as an isolated incident and to grant her the opportunity to demonstrate improved compliance through the corrective steps mentioned above.

3. The hearing took place as scheduled, which was attended by:
 - i. Sh. Rajinder Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf of UHBVN.
 - ii. Smt. Seema Nara, the SGRA-cum-XEN, Division (Electricity)-SU-I, Rohtak.
 - iii. Sh. Shamsher Singh, FGRA-cum-SDO (Op), Sub-Division (Electricity)-Kalanaur
 - iv. Sh. Amit Rathi, DO-cum-JE (Op), Sub-Division (Electricity)-Kalanaur

The appellant did not attend the hearing, possibly because his grievance has already been redressed and he has given satisfaction letter.

4. At the outset, the FGRA and DO were asked why no reply had been submitted in response to the show cause notices issued by the Commission. They stated that they were under the impression that the reply was to be submitted by the higher authority and therefore, since a reply had been submitted by the SGRA-cum-XEN, they believed no further response was required from them. Regarding the inaction on the first appeal between 02.03.2025 and 18.04.2025, the FGRA reiterated the substantive points already mentioned by the SGRA-cum-XEN. When asked why no remarks were recorded by him on the AAS Portal, he explained that he was under the impression that remarks were to be entered only after the resolution of the issue. Since the work had not been completed for justifiable reasons, he refrained from entering any remarks. A similar question was posed to the DO regarding his failure to enter remarks on the portal. He was also questioned about the "false" remark recorded by the call center. He expressed ignorance about the reason behind this remark. However, with regard to the action taken, he stated that immediately upon receipt of the application on 01.03.2025, he had the estimate prepared by 03.03.2025 and obtained approval from the XEN on 04.03.2025. He admitted that he inadvertently failed to mention these facts on the AAS Portal.
5. The Commission has carefully considered all the facts and circumstances of this case. It appreciates the comprehensive reply submitted by the SGRA-cum-XEN. The reasons cited for the delay in replacing the distribution transformer—such as the presence of standing crops in the field or the unavailability of the transformer in the divisional store—appear to be justifiable. Regarding the delay in taking action in this case from 18.04.2025 to 22.05.2025, it was informed during the hearing that the delay occurred due to the concerned official handling the AAS portal being on Child Care Leave (CCL). In the opinion of the Commission, she ought not to have waited so long to reassign the work to other officials. However, the Commission does not appreciate the failure of the DO to record remarks and the complete inaction of the FGRA on the AAS Portal. The DO ought to have recorded that the estimate had been prepared, duly approved by the XEN and that the transformer would be installed once it became available in the store and after the crop was harvested. Similar remarks should have been recorded by the FGRA on the AAS Portal. Such entries would have constituted sufficient compliance with the provisions of the Haryana Right to Service Act, 2014. Accordingly, Sh. Shamsher Singh, FGRA-cum-SDO (OP) and Sh. Amit Rathi, DO-cum-JE (OP) are advised to exercise greater diligence while handling complaints and appeals in future. The SGRA is also advised to ensure timely action in future cases.

However, since the grievance of the appellant has been redressed to his satisfaction and there appears to be no deliberate delay on the part of any of the respondents, this revision is hereby disposed of.

18th June, 2025

