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

(Through E-mail Only)

Letter no. HRTSC/Comp-74/Energy/2026/2847 Dated 25/6/26

To

The Managing Director,
DHBVN.

The SGRA-cum-XEN (Op),
Division (Electricity), Mahendragarh.
DHBVN.
Contact No. 8059888300
E-mail id: xenopmohindergarh@dhbvn.org.in

The FGRA-cum-SDO (Op),
Sub-Division (Electricity), Kanina.
DHBVN.
Contact No. 8059888303
E-mail id: sdoopkanina@dhbvn.org.in

Subject:- **HRTSC/Comp-74/Energy (DHBVN)/2026 – Complaint regarding Service – Billing Complaints – Sh. Attar Singh.**

Sir,

I am directed to forward herewith a copy of the orders dated **05.06.2026** passed by the **Chief Commissioner, Haryana Right to Service Commission, Chandigarh**, in the above-mentioned case, for your information and necessary compliance. **The MD, DHBVN is requested** to send compliance of these orders **to the Commission by 12.07.2026.** 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

Cc:-

A copy of the above is forwarded to Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN E-mail: kadianvikas@yahoo.com and Sh. Attar Singh S/o Sh. Surat Singh, R/o Chhithroli, Tehsil-Kanina, District-Mahendergarh, Haryana. (8708592732) E-mail ID: somvirdhankhar0786@gmail.com for information.

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Final orders

(In respect of Complaint Case No. HRTSC/Comp-74/Energy (DHBVN)/2026 – Complaint regarding Service – Billing Complaints – Sh. Attar Singh.

Case type		Complaint Case (No. HRTSC/Comp-74/Energy(DHBVN)/2026)
Department		Energy (DHBVN)
Name of Service		Billing Complaints
Date of application		-
Date of receiving complaint in the Commission		Email sent to the Commission on 26.02.2026
RTS timeline		7 Days
RTS Due Date		-
District		Mahendragarh
Name of the Complainant		Sh. Attar Singh
Designated Officer (DO)	Designation	CA
First Grievance Redressal Authority (FGRA)	Designation	SDO
Second Grievance Redressal Authority (SGRA)	Designation	XEN

2. The complainant, Sh. Attar Singh, submitted a complaint for the service *"Billing Complaints" (RTS – 7 Days).* He wrote to the Commission on 23.04.2026. The complainant stated that he is a resident of Mahendragarh. He alleged that the Nigam served him a bill of Rs. 1,20,392 on 25.06.2026. After submitting a complaint on the CM Window, a refund of Rs. 18,802 was processed and he was requested to make the remainder payment of Rs. 1,39,584. He has prayed that he had consistently paid every bill without default.

3. After a preliminary inquiry into the complaint, the Commission wanted to satisfy itself that there were reasonable grounds to inquire into the matter or not and therefore, in exercise of its' powers under Section 17(2) of the Haryana Right to Service Act, 2014 (hereinafter referred to as "Act"). Thus, taking cognizance of the matter, the Commission sought a report from the FGRA-cum-SDO (Op), Sub-Division (Electricity), Kanina vide letter no. HRTSC/Comp-74/Energy/2026/2074 on 12.05.2026. He was directed to investigate the matter and submit an action taken report by 22.05.2026.

4. A response was received from the FGRA-cum-SDO (Op), Sub-Division (Electricity), Kanina vide memo no. 4641 on 21.05.2026 wherein it was stated that the billing for the account 7843591000 was done on an average basis from

01.10.2020 to 23.04.2025. Benefit of the lower tariff was extended to the consumer. Bill dated 02.06.2025 was on ok basis and was issued for the period 01.08.2020 to 08.05.2025. The amount of average bills paid by the consumer during the said period was refunded to the consumer i.e., Rs. 18,801. Old meter was replaced on 02.09.2025. Lab report was found to be ok. MDI was recorded on a higher level i.e., 3.76KW from 08.05.2025 to 23.06.2025 whereas the sanctioned load was 0.5KW. Account was overhauled from the period 08.01.2019 to 19.10.2025 and a refund of Rs. 18,801 was made on 09.03.2026. Last payment was made by the consumer on 25.04.2025. After serving multiple reminders, the meter was removed from the site due to a defaulting amount of Rs. 1,39,585 and PDCO was completed on 04.12.2025. He has requested that a new meter be installed but the same cannot be done unless the dues are cleared.

5. The Commission has carefully considered all the facts and circumstances of the case. Based on the facts on record and the response submitted by the respondents, the Commission is of the view that there are sufficient grounds to take cognizance of the matter and, accordingly, issues the present order. This is yet another typical case where a consumer has been unnecessarily harassed despite regularly paying the bills raised upon him. In the present case, the consumer was billed on an average basis from 01.10.2020 to 23.04.2025, spanning approximately 55 months. The record reveals that for the longest period, he was receiving bills corresponding to a consumption of around 100 units for two months. Thereafter, he was suddenly served with a hefty bill amounting to Rs. 1,20,392/- for 24,780 units with an issue date of 02.06.2025 for the period from 01.08.2020 to 08.05.2025. This translates to an average consumption of approximately 854 units per billing cycle of two months. The consumer cannot be held solely responsible when the Nigam itself failed to bill him correctly for more than four years. A consumer regulates and rationalises his use of electricity on the basis of the bills served upon him. Therefore, it is not justified for the Nigam to subsequently contend that the consumer was recording a higher Maximum Demand Indicator (MDI) or consuming substantially more electricity. The consumer was effectively kept in the dark regarding his actual consumption and the responsibility for this situation rests entirely with the Nigam. The Commission has come across numerous such cases where consumers were billed on an average basis for several years. It was in view of these recurring instances that the Commission had initiated the practice of seeking monthly reports from the Nigams regarding average billing cases. While the Commission acknowledges that significant improvement has been observed over time, such instances do not reflect favourably on the functioning of the Nigam. The Nigam possesses adequate technical expertise and logistical

resources to identify cases of prolonged average billing through a simple computer-based search and take timely corrective action.

6. The Commission has issued numerous orders and granted relief in similar cases, some of which include the revision of Sh. Anand (AAS25/1756168) decided vide order dated 25.09.2025, the revision of Sh. Jagat Singh (AAS25/1480184 & AAS25/1480185) decided vide order dated 30.12.2025 etc. In the revision of Sh. Anand, the Commission had ultimately recommended to the Managing Directors of UHBVN and DHBVN to frame a policy for compensating consumers on their own. Consequent upon the orders of the Commission, DHBVN issued guidelines vide Sales Circular No. D-04/2026 dated 16.01.2026. The Commission has already decided the following scale of compensation in all such cases of average or incorrect billing for an inordinately long period, depending upon the facts and circumstances of each case, which was decided in the revision of Smt. Dimpy, conveyed vide orders dated 09.03.2026 (copy enclosed). Accordingly, the Commission in exercise of its powers vested under Section 17(1)(h) of the Act awards a compensation of Rs. 500 for every incorrectly issued bill from October 2020 to April 2025 to the revisionist which would be in the range of around 28 billing cycles (domestic connection being subjected to bi-monthly bills). XEN (OP), Mahendragarh is directed to intimate the exact number of such incorrectly issued bills during this period to MD, DHBVN and the Commission for awarding the compensation. DHBVN may award this compensation initially from its own funds which it may recover from the defaulting officials who failed to trace this average billing for such a long period, after conducting a thorough investigation. It has been brought to the notice of the Commission that the electricity connection has been disconnected on account of non-payment of dues. Therefore, the compensation amount may either be credited directly to the consumer's bank account or adjusted against the outstanding dues, as deemed appropriate by the Nigam. Accordingly, Sh. Attar Singh, the complainant is requested to provide the following details to the office of MD, DHBVN (md@dhbvn.org.in) as well as to the Commission (rtsc-hry@gov.in) 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

MD, DHBVN is requested to intimate compliance of the compensation orders to the Commission at its email id rtsc-hry@gov.in by 12.07.2026.

7. Though the action of the Nigam in disconnecting the electricity connection is in consonance with the applicable instructions, the Commission cannot ignore the circumstances that led to such action, particularly the sudden imposition of a substantial bill after years of average billing. It was this abrupt raising of a hefty demand that ultimately resulted in the disconnection of the connection on account of non-payment of dues. However, since the demand pertains to actual consumption of electricity, the consumer remains liable to pay the same in order to obtain a new connection at the said premises. The Nigam may, if permissible under the extant rules and subject to the complainant's consent, allow payment of the outstanding amount in instalments. At this stage, the Commission can only award compensation for the harassment and inconvenience caused to the consumer on account of the prolonged average billing and the resultant circumstances. Nevertheless, for restoration of electricity supply or for obtaining a new connection, the consumer shall be required to clear the outstanding dues.

With these orders, this complaint is disposed of.

05th June, 2026

-sd/-
(Anurag Rastogi)
CC, HRTSC

Haryana Right to Service Commission
2014 under HRTSA