



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)

To

Letter No. 1770

Dated 22/4/26

The FGRA-cum-SDO(Op),
Sub-Division (Electricity), Buchawas,
DHBVN
Contact: 8059888299
E-mail: sdoopbuchawas@dhbvn.org.in

Subject:

Revision Details: AAS26/2404145 - Energy (DHBVN)
Name: Sh. RABHAGAT S/O BALWANT SINGH Service: Billing
Complaints [RTS - 7 Days] Self Filed by Applicant on Saral Portal
(Saral) on 20.03.2026.

Sir,

I am directed to forward herewith a copy of the orders dated 17.04.2026 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. 1771

Dated 22/4/26

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

- i. Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN E-mail: kadianvikas@yahoo.com.
- ii. The Revisionist, RABHAGAT S/O BALWANT SINGH No. 9050464697 (Through AAS).

(Sube Khan)

Under Secretary-cum-Registrar,
Haryana Right to Service Commission
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Final orders

(In Respect of Revision Details: AAS26/2404145 - Energy (DHBVN) Name: Sh. RABHAGAT S/O BALWANT SINGH Service: Billing Complaints [RTS - 7 Days] Self Filed by Applicant on Saral Portal (Saral) on 20.03.2026.)

Hearing date: 17.04.2026

Time: 11:00 am

Case type	Revision on AAS	
Department	Energy (DHBVN)	
Name of Service	Billing Complaints	
Application Number	DB03022600041	
Date of application	03.02.2026	
RTS timeline	7 Days	
RTS Due Date	11.02.2026	
District	Mahendergarh	
Name of the Revisionist	Sh. Rabhagat	
Designated Officer	Designation	CA, SubDivision (Electricity)-Buchawas
	Action taken with date	Closed on 06.02.2026
	Remarks of DO	"CONSUMER BILL MADE ON AVERAGE BASIS, NOW AS PER JE VERIFICATION, CONSUMER BILL CORRECTED AS PER CONSUMPTION"
First Grievance Redressal Authority	Designation	SDO, SubDivision (Electricity)-Buchawas
	Date and mode of appeal submitted to FGRA	10.02.2026 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"Not satisfied with the previous judgement "
	Action taken by the FGRA with date	Appeal Resolved on 12.02.2026
	Remarks of FGRA	"CONSUMER BILL MADE ON AVERAGE BASIS, NOW AS PER JE VERIFICATION, CONSUMER BILL CORRECTED AS PER CONSUMPTION "
Second Grievance Redressal Authority	Designation	XEN, State-Haryana
	Date and mode of appeal submitted to SGRA	12.02.2026 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"Not satisfied with the previous judgement "

	Action taken by SGRA with date	Final Judgement Delivered on 19.03.2026
	Remarks of SGRA	"Final Judgement uploaded."
Commission	Date of filing of Revision	20.03.2026
	Mode of Revision	Self Filed by Applicant on Saral Portal
	Remarks of the Revisionist	"Pease find the attachment"
	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), Buchawas vide letter no. 1403 dated 27.03.2026. He was directed to investigate the matter and send the action taken report by 13.04.2026 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 17.04.2026 at 11:00 am along with concerned Commercial Assistant.

In response, a reply was received from the FGRA-cum-SDO (Op), Division (Electricity), Buchawas vide memo no. 1000 dated 09.04.2026 wherein it was stated that the revisionist, Sh. Rambhagat S/o Sh. Balwant Singh filed a complaint regarding the electricity bill on the CHS portal on 03.02.2026 without properly verifying the bill details. Upon receipt of the complaint, the Area Incharge visited the consumer premises and conducted site verification. The Site Verification Report (SVR) was submitted on 04.02.2026 and a BR case was created on the same day. Thereafter, the revised bill was generated by CBO on 05.02.2026 as per actual meter consumption and the same was conveyed to the complainant and uploaded on the CHS portal. It has further been submitted that the complainant expressed satisfaction with the revised bill and made the payment without any protest. Subsequently, the appellant approached the SGRA-cum-XEN, CBO, DHBVN, Hisar and a detailed reply was submitted before the authority. The complaint was disposed of by the SGRA-cum-XEN, CBO, DHBVN, Hisar vide order dated 17.03.2026. It was submitted that the complaint was properly attended and the bill was corrected strictly as per actual consumption recorded in the meter. It was also stated that there was no deliberate lapse on the part of the office and no loss was caused to the consumer as the corrected bill was issued on the basis of recorded meter reading. In view of the above, it was prayed that the case may kindly be disposed of.

3. The hearing was held as scheduled, which was attended by the following: -
- Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf DHBVN.
 - Sh. Arun Kumar, the FGRA-cum-SDO (Op), Division (Electricity), Buchawas.
 - Sh. Satyawan, the DO-cum-CA (Op), Division (Electricity), Buchawas.
 - Sh. Rabhagat, the Revisionist.
4. After hearing the revisionist and the respondents, it is evident that the revisionist has filed a frivolous revision before the Commission without any justifiable cause. Undoubtedly, there was a delay in the issuance of the bill. However, in the case of

agricultural connections, such delays do occur and should be avoided by the power utilities. However, the grievance of the revisionist has already been redressed and a bill amounting to Rs. 2,072 for the period from 05.01.2025 to 04.02.2026 has been issued and duly paid by him. In such circumstances, the contention that non-issuance of the bill caused mental stress, financial loss and wastage of time is wholly misplaced. On the contrary, payment of approximately Rs. 2,000 for a period of one year in lump sum, without any surcharge, does not constitute financial loss. Rather, the revisionist has benefitted by making a consolidated payment instead of paying in instalments.

In view of the above, the present revision is hereby dismissed as being completely frivolous and devoid of any merit.

17th April, 2026

