



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. 195

Dated: 23 Jan 2025

To

The FGRA-cum-SDO(Op),  
Sub Division (Electricity), City 2, Bahadurgarh.  
Contact: 9354365918  
E-mail: sdoopno2bgarh@uhbvn.org.in

**Subject:- Revision Details -AAS24/1269519 Name-Sh. VIKRAM SINGH Service-Meter Complaint - Inspect & Check correctness [RTS - 3 Day] UHBVN Self Filed by Applicant on Saral Portal(Saral) on 30.12.2024.**

**Sir,**

I am directed to forward herewith a copy of the orders dated 21.01.2025 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

(Sube Khan)

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

Endst. No. 196

Dated: 23 Jan 2025

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

- i. Sh. Rajinder Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf of DHBVN E-mail: : [r.untale@gmail.com](mailto:r.untale@gmail.com).
- ii. The appellatant - Sh. Vikram Singh Phone No. 9818915253  
E-mail:- [vikram.siana@gmail.com](mailto:vikram.siana@gmail.com).

(Sube Khan)

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

**(In respect Revision Details -AAS24/1269519 Name - Sh. VIKRAM SINGH Service- Meter Complaint - Inspect & Check correctness [RTS - 3 Day] UHBVN Self Filed by Applicant on Saral Portal (Saral) on 30.12.2024.)**

**Hearing date: 21.01.2025**

**Time: 11:15 am**

Case type	Revision on AAS	
Department	UHBVN	
Name of Service	Meter Complaint - Inspect & Check correctness	
Date of application	21.09.2024	
RTS timeline	3 Days	
RTS Due Date	04.10.2024	
District	Jhajjar	
Name of the Appellant	Sh. Vikram Singh	
Designated Officer	Designation	JE, Sub-Division (Electricity)-city 2 Bahadurgarh
	Action taken with date	Closed on 26.09.2024
	Remarks of DO	"after checking of meter and meter will be replace soon"
First Grievance Redressal Authority	Designation	SDO, Sub-Division (Electricity)-city 2 Bahadurgarh
	Date and mode of appeal submitted to FGRA	09.10.2024 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"My compliant has been closed without providing any resolution. One person visited the premise and assured me that JE will take up my complaint further. After that complaint has been closed that too with ambiguous remarks as after checking of meter and meter will be replace soon. But neither the meter has been replaced nor any communication has been made. I request to proper resolution of my complaint of meter running fast.."
	Action taken by the FGRA with date	No action taken
	Remarks of FGRA	No Remarks
Second Grievance Redressal Authority	Designation	XEN, Division (Electricity)-Bahadurgarh
	Date and mode of appeal submitted to SGRA	24.11.2024 (Auto Appeal (Saral))
	Remarks of the Appellant	NA

	Action taken by SGRA with date	Final Judgement Delivered on 18.12.2024
	Remarks of SGRA	"ATR Submitted"
Commission	Date of filing of Revision	30.12.2024
	Mode of Revision	Self Filed by Applicant on Saral Portal
	Remarks of the Appellant	"No reason provided why i am consumer at default of Rs29155. My bill has been issued on average basis which is wrong. I have paid fee for Rs.4350 for meter testing. then why i am at default. please correct my bill so that i can pay the same."
	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 FGRA-cum-SDO, Sub-Division (Electricity), City 2, Bahadurgarh vide letter no. 5969 on 07.01.2025. He was directed to investigate the matter and send the action taken report by 17.01.2025 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 21.01.2025 at 11:15 am.
3. A response was received from FGRA-cum-SDO, Sub-Division (Electricity), City 2, Bahadurgarh vide no. 2671 on 17.01.2025 wherein it was informed that a bill for account no. 8837345814 was issued in May 2024 for Rs. 6,222/-. Subsequently, in July 2024, a bill amounting to Rs. 11,615/- was issued, which included Rs. 5,617/- as the current bill and Rs. 6,222/- as arrears. The consumer requested correction of the Rs. 6,222/- arrears. Accordingly, Rs. 2,222/- was refunded in the bill for September 2024 and Rs. 4,000/- was paid by the consumer. However, the consumer did not pay the current bill amount of Rs. 5,617/-. In the following bills from July 2024 to September 2024, the consumer did not pay the outstanding charges of Rs. 16,393/- (Rs. 10,550/- as the current bill and Rs. 6,065/- as arrears), which was an accurate bill. The consumer's grievance was resolved in the September 2024 bill.

On 21.09.2024, the consumer filed another complaint regarding the meter, claiming it was burnt/fast. The JE visited the site and informed the consumer that the meter was functioning correctly. On 23.10.2024, the consumer requested a meter replacement on accuracy grounds and the meter was replaced the same day. Two notices were issued to the consumer to visit the lab for meter testing but the consumer did not turn up. On the third notice dated 25.11.2024, the meter was checked and its accuracy was found to be within permissible limits. Due to the meter replacement activity, one bill for the

period from September 2024 to November 2024 was issued on an average basis. This was later corrected in the current bill with a refund of the average units. A new bill was issued on actual basis for Rs. 16,441/- with a sundry refund of Rs. 12,243/-. Thus, the total payable amount was Rs. 4,198/-, which reflected the new meter readings. The consumer was informed about the updated bill and was satisfied with the resolution.

4. 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. Mrs. Manita, FGRA-cum-SDO, Sub-Division (Electricity), City 2, Bahadurgarh.
  - iii. Sh. Vikram Singh, the appellant.

The appellant stated that he suspected his meter was not functioning properly and, therefore, requested that it be checked. However, he was informed that he would need to pay for either a new meter or to have the existing meter tested. The meter was subsequently checked in the lab, for which he received notices. However, he was unable to attend due to official exigencies. The appellant also raised concerns about his bills, which were being issued on an average basis. He requested that future bills be issued based on actual readings.

The SDO reiterated the contents of the reply dated 17.01.2025, as reproduced in paragraph 2 above.

5. The Commission has carefully considered all the facts and circumstances of this case. Regarding the notified service for which this revision has been filed, the service was delivered satisfactorily, as the meter was finally checked after three notices were issued. The accuracy of the meter was found to be within permissible limits and the appellant expressed satisfaction with this outcome. Therefore, this revision is hereby dismissed.

As for the issuance of bills based on actual readings is concerned, the SDO stated that a new bill would be issued within two or three days after approval by the CBO. Accordingly, the SDO is directed to issue the bill and provide a copy to the Commission within seven days from today, i.e., by 28.01.2025. The SDO is also directed to verify whether all payments made by the appellant are properly reflected in the bill. The case will be closed only after receiving a copy of the bill and confirmation of this information.

21<sup>st</sup> January, 2025

