



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. 3276

Dated: 7th August, 2025

To

The Managing Director,
DHBVN, Hisar, Haryana.

The FGRA-cum-SDO (Op),
Sub-Division (Electricity), Bhuna.
DHBVN
Contact No. 9812452719
E-mail: sdoopbhuna@dhbvn.org.in

The DO-cum-CA (Op),
Sub-Division (Electricity), Bhuna.
DHBVN
Contact No. 9812452719
E-mail: sdoopbhuna@dhbvn.org.in

Subject: Revision Details - AAS25/1552896 - Energy (DHBVN) Name- SH MANI RAM Service- Billing Complaints [RTS - 7 Days] Self Filed by Applicant on AAS Portal (Saral) on 22.07.2025.

Sir,

I am directed to forward herewith a copy of the orders dated 05.08.2025 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance. **The SDO is requested** to send compliance of these orders, to the Commission by 08.08.2025. 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

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

Endst. No. 3277

Dated: 7th August 2025

A copy of the above is forwarded 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 appellant - Sh. Mani Ram Phone No. 9729923529
E-mail: bldhamu51@gmail.com (through AAS).



(Sube Khan)
Under Secretary-cum-Registrar,
Haryana Right to Service Commission
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Interim orders

(In respect of Revision Details - AAS25/1552896 - Energy (DHBVN) Name- Sh. Mani Ram Service- Billing Complaints [RTS - 7 Days] Self Filed by Applicant on AAS Portal (Saral) on 22.07.2025.

Hearing date: 05.08.2025

Time: 12:45 pm

Case type		Revision on AAS
Department		Energy (DHBVN)
Name of Service		Billing Complaints
Date of application		25.04.2025
RTS timeline		7 Days
RTS Due Date		07.05.2025
District		Fatehabad
Name of the Appellant		Sh. Mani Ram
Designated Officer	Designation	CA, Sub-Division (Electricity)-Bhuna
	Action taken with date	Closed on 05.05.2025
	Remarks of DO	"Bill revision done." (Over CHS Portal)
First Grievance Redressal Authority	Designation	SDO, Sub-Division (Electricity)-Bhuna
	Date and mode of appeal submitted to FGRA	27.04.2025 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"Bill not reading according wrong bill"
	Action taken by the FGRA with date	Appeal Dismissed on 06.05.2025
	Remarks of FGRA	"BILL IS CORRECT 18890 AMOUNT IS HM CHARGEING"
Second Grievance Redressal Authority	Designation	XEN, State-Haryana
	Date and mode of appeal submitted to SGRA	14.05.2025 (Self Filed by Applicant on AAS Portal)
	Remarks of the Appellant	"AAS25/1552896"
	Action taken by SGRA with date	Final Judgement Delivered on 25.06.2025
Commission	Remarks of SGRA	"Final Judgement uploaded."
	Date of filing of Revision	22.07.2025

	Mode of Revision	Self Filed by Applicant on AAS Portal
	Remarks of the Appellant	"AAS25/1552896 "
	Whether Revision has been filed in time?	Yes
	Whether service has been applied under correct category?	Yes

2. (a) Taking cognizance of the matter, the Commission sent a letter to the FGRA-cum-SDO(Op), Sub-Division (Electricity), Bhuna vide letter no. 3027 on 24.07.2025. He was directed to investigate the matter and send the action taken report by 01.08.2025 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 05.08.2025 at 12:45 pm. The hearing took place as scheduled, which was attended by:
- Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN.
 - Sh. Amit Singh, FGRA-cum-SDO(Op), Sub-Division (Electricity), Bhuna.
 - Sh. Sandeep Kumar, DO-cum-CA (Op), Sub-Division (Electricity), Bhuna
 - Sh. Bhajan Lal, grandson of Sh. Mani Ram, the appellant.
- (b) The complainant, Sh. Bhajan Lal on behalf of appellant appeared quite agitated during the hearing. He stated that he has been paying the bills raised by DHBVN regularly for the past 20-25 years. However, due to some issue, his meter was replaced in November 2023 and even thereafter, he continued to pay the bills regularly. Despite this, in September 2024, he suddenly received a notice demanding payment of around Rs. 18,000. He immediately rushed to the SDO office, where it was explained to him that his bill had been raised incorrectly. Although he protested, he still paid Rs. 9,000 out of the Rs. 18,000 as part payment. However, he has now received another notice for payment of Rs. 15,000. Upon visiting the SDO office again, he was informed that his outstanding bill, including the current consumption, stands at approximately Rs. 61,000. He stated that he is a law-abiding citizen who has consistently paid his bills on time and that it is beyond his financial capacity to pay such a large amount. He added that, at best, he can manage to pay Rs. 20,000, failing which he has no other option than to surrender the electricity connection as he has no money to pay such a huge amount.
- (c) The FGRA-cum-SDO and the DO-cum-CA stated that the meter was changed in November 2023 and the MCO was entered within three days i.e., on 24.11.2023. However, the concerned ALM and JE Incharge, namely Sh. Anil Kumar and Sh. Chander Bhan, respectively, erroneously filled out form MCT-1 instead of MCT-11. Since it is an industrial connection, billing was required to be done on a KVAH basis but due to the incorrect entry of MCT-1, billing continued on a KWH basis until September 2024, when the audit team detected the discrepancy. As per rules, a notice termed as "half margin" was issued for the recovery of Rs. 18,000, covering the period from November 2023 to 06.08.2024. Inadvertently, a revised bill could not be raised immediately after the expiry of the notice period and billing continued on the incorrect KWH basis. Eventually, on 21.07.2025 a revised bill was issued, based on the correct KVAH billing, reflecting a total payable amount of Rs. 61,688 including current consumption.

They further informed that the SGRA has already imposed a penalty of Rs. 1,000 each on the concerned ALM and JE Incharge and a compensation of Rs. 1,000 has been awarded to the consumer, which can be adjusted against the outstanding balance. They emphasized that while the consumer is bound to pay for the energy actually consumed, the SDO has acknowledged the departmental lapse and confirmed that the maximum permissible compensation under the authority of SGRA under the Haryana Right to Service Act, 2014, has already been awarded by the SGRA. They also stated that they are prepared to allow the consumer to pay the outstanding amount in installments. However, the payment must ultimately be made.

- (d) Sh. Vikas Kadian, Nodal Officer for RTS matters, also conceded that there was a lapse on the part of DHBVN officials. At the same time, he stated that the consumer has been correctly charged for the energy consumed. He further added that, as per law laid down by the Hon'ble Supreme Court, the consumer is liable to pay for the energy charges even if the same were not raised in time and no law of limitation applies to such recovery.
3. The Commission has carefully considered all the facts and circumstances of this case. This is yet another instance where an honest consumer of the power utility is being penalized despite having committed no fault. The consumer was receiving bills for decades until November 2023, which he paid regularly. Thereafter, he continued to pay bills as and when received, up to April 2025. In September 2024, he received a "half margin" notice for payment of Rs. 18,000/-, following which he visited the office of the SDO multiple times and even made a partial payment of Rs. 9,000/-. However, the correct bill was still not raised and subsequent bills continued to be issued incorrectly on a KWH basis instead of KVAH basis. The rectification has been made only recently, resulting in the issuance of a revised bill amounting to Rs. 61,688/-, obviously causing grievance and harassment of the consumer. It is indeed a fact that the consumer is duty-bound to pay for the energy consumed. However, the harassment faced by the consumer due to the negligence of the utility's officials cannot be overlooked. After the first notice, he had to make several visits to the SDO office and even after partial payment, he received another notice for Rs. 15,000/-. This not only led to the accumulation of dues but also caused undue mental and physical harassment. Had the bills been correctly raised by DHBVN from November 2023 onwards, the consumer would have paid them timely and there would have been no cause for such grievance. Under these circumstances, the compensation of Rs. 1,000/- already awarded appears grossly inadequate, especially when 16-17 incorrect bills have admittedly been raised by DHBVN.

Therefore, treating each incorrect bill as a separate cause of action, the Commission, in the exercise of its powers under Section 17(1)(h) of the Haryana Right to Service Act, 2014, hereby awards a compensation of Rs. 1,000/- for each wrongly raised bill. The SDO is directed to submit a report by 08.08.2025 confirming the number of bills raised from 24.11.2023 till date on a KWH basis instead of the prescribed KVAH basis. Based on that, the Managing Director, DHBVN shall ensure payment of compensation at the rate of Rs. 1,000/- per incorrect bill to the consumer. MD, DHBVN is at liberty to recover

the said amount from the defaulting officials. The penalty of Rs. 1,000/- each imposed earlier on the ALM and JE Incharge is found to be inadequate in the facts and circumstances of this case but the Commission is not increasing the same and leaving it to the management to recover the compensation awarded by the Commission to the consumer from them after following due process.

This direction is being issued as a means of restoring confidence in the system and ensuring that a law-abiding consumer, who has committed no error and has regularly paid his bills, is not made to suffer for lapses attributable solely to the Nigam's officials. Further, the SDO is directed to issue a correct revised bill to the consumer immediately and permit payment of current bill as part payment which the consumer has claimed was previously not being allowed. After adjusting the compensation amount as directed above, the remaining amount may be recovered in not more than two installments if found feasible, failing which the Nigam shall be free to proceed in accordance with its rules. This is being emphasized in view of the consumer's categorical statement during the hearing that he is willing to pay only up to Rs. 20,000/-, failing which he may be compelled to surrender the electricity connection. It is important to note that Bhuna is a relatively backward area of the State and if an individual is running a micro business, he should be encouraged and supported—not forced to shut down operations due to errors not of his making. It is in this spirit that the Commission has decided to award compensation for each bill wrongly raised in this case.

5th August, 2025

