



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. 2866
To

Dated: 17th July 2025

Sh. Vikas Kadian,
XEN, DHBVN,
Nodal Officer for RTS matters on behalf of DHBVN
E-mail: kadianvikas@yahoo.com.

The SGRA-cum-XEN,
Division (Electricity), Hansi.
Contact: 9812201236
E-mail: xenophansi@dhbvn.org.in

The FGRA-cum-SDO,
Sub-Division (Electricity)- City Hansi.
Contact: 9812201237
E-mail: sdoopcityhansi@dhbvn.org.in

The DO-cum-CA,
(O/o SDO, Sub-Division (Electricity)-City Hansi.
Contact: 7015456646
E-mail: caopcityhansi@dhbvn.org.in

Subject:- Revision Details - AAS25/1474408 Name- Smt. SHARDA Service-Issue of No dues Certificate [RTS - 7 Days] DHBVN Auto Appeal (Sara) on 28.06.2025..

Sir,

I am directed to forward herewith a copy of the orders dated 16.07.2025 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance. **Sh. Vikas Kadian, XEN is requested** to send compliance of these orders, to the Commission by 31.07.2025. 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

(Sube Khan)

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

Endst. No. 2867

Dated: 17th July 2025

A copy of the above is forwarded to the appellant - Smt. Sharda, Phone No. 8950493280 E-mail: DTAWER1998@GMAIL.COM (through AAS) for information.

(Sube Khan)

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

(In respect of Revision Details - AAS25/1474408 Name- Smt. SHARDA Service- Issue of No dues Certificate [RTS - 7 Days] DHBVN Auto Appeal (Saral) on 28.06.2025.

Hearing date: 16.07.2025

Time: 10:30 am

Case type		Revision on AAS
Department		Energy (DHBVN)
Name of Service		Issue of No Due Certificate
Date of application		17.03.2025
RTS timeline		7 Days
RTS Due Date		25.03.2025
District		Hisar
Name of the Appellant		Smt. Sharda
Designated Officer	Designation	CA, Sub-Division (Electricity)-City Hansi
	Action taken with date	Application Submitted (For real-time status, login into the respective portal from where the service was applied) on 26.03.2024
	Remarks of DO	No Remarks
First Grievance Redressal Authority	Designation	SDO, Sub-Division (Electricity)-City Hansi
	Date and mode of appeal submitted to FGRA	27.03.2025 (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)-HANSI
	Date and mode of appeal submitted to SGRA	15.05.2025 (Auto Appeal (Saral))
	Remarks of the Appellant	NA
	Action taken by SGRA with date	No Action Taken
	Remarks of SGRA	No Remarks
Commission	Date of filing of Revision	28.06.2025
	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 a letter to the SGRA-cum-XEN (Op), Division (Electricity)-Hansi, FGRA-cum-SDO (Op), Sub-Division (Electricity)-City Hansi and DO-cum-CA (Op), Sub-Division (Electricity)-City Hansi vide letter no. 2552, 2554 and 2550 on 02.07.2025. They were directed to investigate the matter and send the action taken report by 11.07.2025 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 16.07.2025 at 10:30 am.

Meanwhile, a reply was received from SGRA-cum-XEN (Op), Division (Electricity)-Hansi vide memo no. CH-192 HD-70 on 10.07.2025. It was stated therein that the SDO, City Sub-Division, DHBVN Hansi, vide office memo No. 6713 dated 09.07.2025, had reported that the consumer's complaint regarding the "No Dues Certificate" (NDC) was indeed received in the system. However, due to a technical fault on the portal at that time, the complaint was not displayed and therefore, could not be addressed promptly. Once the complaint became visible on the portal, necessary action was taken immediately and the no dues certificate was prepared and issued to the consumer. Subsequently, the applicant was contacted and confirmed that he was satisfied with the resolution. It was also noted that, due to the technical error on the AAS portal, the complaint did not reflect on the SGRA-cum-XEN's portal, which prevented timely action on the appeal. As a result, the appeal was escalated to the Commission. However, the matter now stands resolved. The SGRA-cum-XEN personally spoke with the consumer, who has expressed satisfaction and submitted written consent to that effect. In view of the above, it has been respectfully submitted that there was no lapse on the part of the field offices. The escalation occurred solely due to a technical error beyond their control.

3. (a) 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. Surinder Mehra, SGRA-cum-XEN (Op), Division (Electricity)-Hansi.
- Sh. Parmod Kumar, FGRA-cum-SDO (Op), Sub-Division (Electricity)-City Hansi.
- Smt. Anju, DO-cum-CA (Op), Sub-Division (Electricity)-City Hansi

Smt. Sharda, the appellant did not attend the hearing, may be, because her work has been done and her son has already submitted a satisfaction letter.

- (b) At the outset, the FGRA and SGRA were asked why they did not check the AAS Portal, which would have indicated the pendency of this case—even if the same was not visible on their departmental portals. They had no satisfactory answer to this, except to reiterate the contentions stated in their letter dated 10.07.2025. Smt. Anju stated that she was not the CA during the relevant period i.e., from 17.03.2025 to 25.03.2025.

4. The Commission has carefully considered all the contentions raised but is not convinced by the alibi provided by the FGRA and SGRA. The AAS Portal is integrated with their departmental portals and if no action is taken on a complaint or an appeal, it automatically picks up data from that portal and escalates the matter as an appeal. Hence, it is evident that the application was submitted by the applicant and due to inaction, it was auto-escalated at all three stages—to the FGRA, SGRA and the Commission. Upon viewing the auto-generated appeal, the Commission directed the FGRA and SGRA to investigate the matter and it is only after the Commission's intervention that the NDC has been issued. Had the FGRA and SGRA taken the initiative to log into the AAS Portal, they would have discovered the pendency of this case and could have taken timely action, as has now been done. However, in light of their submission that this is their first lapse, for which they tendered an apology and assured the Commission of greater diligence in the future, a lenient view is being taken—particularly since the applicant's work has now been completed and a satisfaction letter has been provided. Accordingly, this revision is hereby allowed and disposed of with a warning to both officers to exercise greater care going forward. The names of Sh. Surinder Mehra, XEN and Sh. Parmod Kumar, SDO are being recorded in the Commission's database and in case any deficiency is found in the conduct of the officials in future, this case will be clubbed with that one while recommending disciplinary action against them to the State Government under Section 17(1)(d) of the Haryana Right to Service Act, 2014. It is hoped that such an eventuality will not arise.
5. It is surprising that while the application was being escalated at all three levels on the AAS Portal, the same was not visible to the concerned authorities on the departmental portal and therefore, no action was taken. In this regard, Sh. Vikas Kadian, Nodal Officer for RTS matters, is requested to have the issue investigated by the IT Division of DHBVN and to submit a report to the Commission by 31.07.2025. It was also reported by the XEN during the hearing that a similar case, pertaining to the applicant Smt. Saroj Kumari, has already been received in his office with similar issues. Therefore, it is important to identify and rectify the underlying lacuna to ensure that such issues do not recur in the future.

16th July, 2025

