



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

To

(Through E-mail Only)

The SGRA-cum-XEN (Op),
Division (Electricity), Gulha Cheeka.
UHBVN.
Contact: 9315457367
E-mail: xenopguhla@uhbvn.org.in

The FGRA-cum-SDO (Op),
Sub-Division (Electricity), Sewan,
UHBVN.
Contact: 9354726209
E-mail: sdoopsiwan@uhbvn.org.in

The DO-cum-CA (Op),
Sub-Division (Electricity), Sewan
UHBVN.
Contact: 8295426068
E-mail: casiwan@uhbvn.org.in

Memo no. 2109

Dated 12/05/26

Subject:- Revision Details: AAS25/2246337 - Energy (UHBVN)
Name: Sh. BALDEV SINGH Service: Billing Complaints [RTS - 7 Days]
Self Filed by Applicant on Saral Portal (Saral) on 30.03.2026.

Sir,

I am directed to forward herewith a copy of the orders dated 11.05.2026 passed by **Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh**, in the above-mentioned case, for your information and necessary compliance. **The SGRA is requested to send compliance of these orders to the Commission by 20.05.2026.** 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. Narender Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf of UHBVN E-mail: narenderxen@gmail.com and he Revisionist - Sh. Baldev Singh Phone No. 7206194660 (Through AAS) for information.

(Sube Khan)

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



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Interim orders - I

**(In Respect of Revision Details: AAS25/2246337 - Energy (UHBVN)
Name: Sh. BALDEV SINGH Service: Billing Complaints [RTS - 7 Days] Self Filed by
Applicant on Saral Portal (Saral) on 30.03.2026.)**

Hearing date: 11.05.2026

Time: 10:30 am

Case type	Revision on AAS	
Department	Energy (UHBVN)	
Name of Service	Billing Complaints	
Application Number	UB29112500039	
Date of application	29.11.2025	
RTS timeline	7 Days	
RTS Due Date	09.12.2025	
District	Kaithal	
Name of the Revisionist	Sh. Baldev Singh	
Designated Officer	Designation	CA, Sub-Division (Electricity)-S/DIV SEWAN
	Action taken with date	Serviced Completer on 13.02.2026
	Remarks of DO	NA
First Grievance Redressal Authority	Designation	SDO, Sub-Division (Electricity)-S/DIV SEWAN
	Date and mode of appeal submitted to FGRA	10.12.2025 (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)-Gulha Cheeka
	Date and mode of appeal submitted to SGRA	22.01.2026 (Auto Appeal (Saral))
	Remarks of the Appellant	NA
	Action taken by SGRA with date	Appeal Resolved on 09.03.2026
	Remarks of SGRA	"Resolved."
Commission	Date of filing of Revision	30.03.2026
	Mode of Revision	Self Filed by Applicant on Saral Portal

	Remarks of the Revisionist	"Notsolvedmyproblem"
	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 notices under Section 17(1)(d) and Section 17(1)(h) of the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act') to the SGRA-cum-XEN (Op), Divison (Electricity), Gulha Cheeka, the FGRA-cum-SDO (Op), Sub-Divison (Electricity), Sewan and DO-cum-CA (Op), Sub-Divison (Electricity), Sewan vide letter no. 1469, 1471 and 1473 dated 03.04.2026. They were directed to investigate the matter and send the action taken report by 16.04.2026.

Replies were received from the SGRA-cum-XEN (Op), Divison (Electricity), Gulha Cheeka vide Memo No. Ch-30/RAPDRP/CBO-3 dated 15.04.2026 and from the FGRA-cum-SDO (Op), Sub-Divison (Electricity), Sewan vide Memo No. 130 dated 15.04.2026 wherein it was stated that the consumer last paid the bill at reading 9420 on 23.05.2025 for an amount of Rs. 261. Meter reading was recorded 9550 on 23.06.2025 and 10305 on 30.07.2025 for an amount of Rs. 5158. Subsequently, the meter was replaced and average billing took place between 30.07.2025 to 21.11.2025 which has already been adjusted in the account for Rs. 733. Meter was sent to lab and the recorded reading on 05.08.2025 was 10484. However, the consumer has not accepted the lab report.

3. To further proceed in the matter, a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 11.05.2026 at 10:30 am.

In the meanwhile, a reply was received from the, FGRA-cum-SDO (Op), Sub-Divison (Electricity), Sewan vide memo no. 330 dated 08.05.2026 wherein it was stated that on the request of the consumer, the meter was replaced on 22.08.2025 and the same was updated in CC&B records. During examination of the case, it was observed that the MCO was updated 38 days late, due to which excess average units were charged in the consumer account. Accordingly, an adjustment of Rs. 733/- was created and credited to the consumer account. However, the consumer remained unsatisfied and further alleged abnormal consumption recorded in the meter. Thereafter, the removed meter was checked in the M&T Lab, Kaithal where no abnormality or defect was found in the meter. Further, an analysis of the consumption data for the previous four years (2022-2025) was conducted. The analysis revealed that the consumption pattern during all previous years, including the disputed period from March 2025 to August 2025, remained normal with only minor variations, details of which are as under:-

Sr. No.	Period	Days	Units Billed	Per Day Consumption
1	15.03.2025 to 22.08.2025	159	1144	7.2
2	19.03.2024 to 13.08.2024	147	798	5.5
3	17.03.2023 to 23.08.2023	159	1051	6.6
4	16.05.2022 to 16.09.2022	123	1185	9.6

In view of the above facts, the billing of the consumer was found justified except for the delay in MCO updation, for which necessary adjustment has already been provided in the consumer account. Hence, no additional adjustment was required as per Nigam Sales Circulars.

- 4.(a) The hearing was held as scheduled, which was attended by the following: -
- i. Sh. Narender Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf UHBVN.
 - ii. Sh. Ashish Gautam, FGRA-cum-SDO (Op), Sub-Divison (Electricity), Sewan
 - iii. Sh. Krishan Singh, son of Late Sh. Baldev Singh the Revisionist.
 - iv.
- (b) Sh. Gaurav Lochab, SGRA-cum-XEN (Op), Divison (Electricity), Gulha Cheeka did not attend the hearing and it was reported that he is on medical leave. Sh. Pritam Singh, DO-cum-CA (Op), Sub-Divison (Electricity), Sewan did not attend the hearing and it was reported by the SDO that he is under suspension since December, 2025.
- (c) At the outset, Sh. Krishan Singh was asked as to why the name of the consumer had not been changed, particularly when, as per his own statement, the revisionist had expired nearly two years ago. He submitted that there were certain family-related issues due to which the name could not be changed earlier but assured that the same would now be done. He further disputed the electricity consumption recorded by UHBVN and contended that the consumption shown was abnormally high. Accordingly, he requested that the meter be checked and the necessary corrections be carried out.
- (d) On the other hand, the FGRA-cum-SDO reiterated the contents of the reply dated 08.05.2026, the contents of which have already been incorporated in para no. 3. In addition, he submitted that the consumer is using electricity in excess of the sanctioned load, as the MDI recorded is 1.58 against the sanctioned load of 1 KW. He further stated that the consumer is not merely using electricity for basic lighting purposes such as bulbs/ tube lights but is also operating appliances including a refrigerator, cooler and a tullu pump. According to him, the only lapse in the present case was the delay of 38 days in entering the MCO, for which the necessary adjustments have already been made. It was thus contended that the bill has been raised strictly in accordance with the actual consumption recorded. Therefore, the revision deserves to be dismissed.
- 5.(i) The Commission has carefully considered all facts and circumstances of this case. The Commission is satisfied with the reply given by FGRA-cum-SDO(Op) and finding no merit in the revision, same is hereby dismissed.
- (ii) It is observed that the FGRA-cum-SDO (Op.) did not take any action on the first appeal during the period from 10.12.2025 to 22.01.2026. Upon escalation to the SGRA-cum-XEN, the appeal was ultimately disposed of on 09.03.2026 by him attaching an order pertaining to an entirely different case, namely that of Gurwinder. The FGRA explained that the AAS portal was being handled by the Data Entry Operator and the CA, both of whom had been suspended in December, 2025, due to which necessary action on the portal could not be

taken, although action had otherwise been initiated on the complaint. This explanation is not entirely satisfactory because he himself was to log into the portal and take action on the appeals. In case of suspension of officials, he should have made alternative arrangements. However, the Commission, by taking a lenient view, refrains from taking action against him in this case and advises him to exercise greater caution in dealing with appeals on the AAS portal in future.

- (iii) The conduct of the SGRA is found to be wholly deficient. Neither was any opportunity of hearing afforded to the consumer, as mandated under Section 7 of the Act nor was any reasoned order passed while disposing of the second appeal. The purported resolution by merely attaching an incorrect order was entirely unwarranted and reflects a complete non-application of mind. Accordingly, a notice is hereby issued to him under Regulation 10 of the Haryana Right to Service Commission (Management) Regulations, 2015, as to why departmental action should not be recommended against him to the Government for failure to discharge his duties as SGRA in the present case. His reply should reach the Commission through email at rtsc-hry@gov.in by 20.05.2026.

11th May, 2026

