



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. 193

Dated: 23. Jan. 2025

To

The DO-cum-SDO(Op),  
Sub Division (Electricity), Umra, Hansi.  
Contact: 8222811269  
E-mail: sdoopumra@dhbvn.org.in

**Subject:- Revision Details -AAS24/1276528 Name-Sh. SHAMSHER SINGH Service- Shifting of LT HT Lines [RTS - 45 Day] DHBVN Filed by Applicant through Helpline 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. 194

Dated: 23. Jan. 2025

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

- i. MD, DHBVN, Hisar.
- ii. Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN E-mail: kadianvikas@yahoo.com.
- iii. The appellant - Sh. Shamsher Singh Phone No. 7988702892 E-mail:- shamshernarwal1986@gmail.com.

(Sube Khan)

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

**(In respect Revision Details -AAS24/1276528 Name - Sh. SHAMSHER SINGH Service-Shifting of LT HT Lines [RTS - 41 Day] DHBVN Filed by Applicant through Helpline on 30.12.2024.)**

**Hearing date: 21.01.2025**

**Time: 12 Noon**

Case type	Revision on AAS	
Department	DHBVN	
Name of Service	Shifting of LT HT Lines	
Date of application	03.08.2024	
RTS timeline	41 Days	
RTS Due Date	14.10.2024	
District	Hisar	
Name of the Appellant	Sh. Shamsher Singh	
Designated Officer	Designation	SDO, Sub-Division (Electricity)-Umra
	Action taken with date	Closed on 29.08.2024
	Remarks of DO	No Remarks
First Grievance Redressal Authority	Designation	XEN, Division (Electricity)-HANSI
	Date and mode of appeal submitted to FGRA	15.10.2024 (Auto Appeal)
	Remarks of the Appellant	NA
	Action taken by the FGRA with date	Appeal Dismissed on 28.11.2024
	Remarks of FGRA	"The FGRA officials contact the applicant and informed him about the status of cancellation of shifting of LT/HT line case is cancelled due to crossing of other feeder and avoid the accident. Hence appeal has been dismissed."
Second Grievance Redressal Authority	Designation	SE, Circle (Electricity)-Hisar
	Date and mode of appeal submitted to SGRA	29.11.2024 (Self Filed by Applicant on AAS Portal)
	Remarks of the Appellant	"Sir, if I cannot be given a connection from a commercial line, then this information should be given to me at the time of applying that now the entire amount has been recovered from the commercial line and now I have been given a connection from a domestic line. Which is not suitable for an industry"
	Action taken by SGRA with date	Appeal Dismissed on 27.12.2024
	Remarks of SGRA	"Connection has been released as per documents provided by the appellant at the time of applying the connection."
Commission	Date of filing of Revision	30.12.2024
	Mode of Revision	Filed by Applicant through Helpline

	Remarks of the Appellant	"AS PER CITIZEN VOICE HE IS NOT SATISFIED BY THE PREVIOUS REMARK GIVEN BY THE DEPARTMENT."
	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 DO-cum-SDO, Sub-Division (Electricity), Umra vide letter no. 5967 on 07.01.2025. He was directed to investigate the matter and send the action taken report by 14.01.2025 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 12 noon. A response was received from DO-cum-SDO, Sub-Division (Electricity), Umra vide no. 1429 on 14.01.2025 wherein it was informed that the applicant applied for a new LT Industry connection on 26.04.2023, with an applied load of 20 KW. The connection was released on 01.07.2023 on the nearby 11KV Bhagana RDS feeder (emanating from the 33KV Sub Station Umra), which operates for 16 hours daily. At the time of the connection's release, no consent was provided by the applicant/complainant regarding the need for a 24-hour supply from a specific feeder. The applicant later filed an appeal before SGRA, stating:

*"Sir, if I cannot be provided a connection from a commercial line, this information should have been communicated to me at the time of application. Now, the entire cost has been recovered for the commercial line, but I have been connected to a domestic line, which is unsuitable for an industry."*

The complainant now requests to be connected to a commercial line. However, there is no commercial line near the consumer's site and no consent was provided by the complainant at the time of connection regarding the requirement for a 24-hour supply. There is an 11KV Mayar RDS feeder (emanating from the 33KV Sub Station Kharar Alipur) operating for 24 hours, approximately 730 meters away from the complainant's site. The consumer's LT Industry connection is currently running on the 11KV Bhagana RDS feeder (emanating from the 33KV Sub Station Umra), while the 11KV Mayar RDS feeder emanates from a different substation.

Regarding the recovery of the cost for the commercial line, it is submitted that the estimate was prepared for the nearest 11KV Bhagana RDS feeder and the connection was released accordingly, as per Nigam's instructions.

The consumer has now provided consent on 22.12.2024 for shifting the LT connection (account no. 5541061809) with a sanctioned load of 20 KW and has requested an extension of the load from 20 KW to 35 KW. On 24.12.2024, the site was inspected by the Area Incharge for the purpose of shifting the LT connection and a telephonic discussion was held with the consumer. However, as of this date, the consumer has not submitted an online application for the load extension on the DHBVN Portal, as required by Nigam's instructions. Once the consumer applies online for the load extension, an estimate will be prepared for shifting the LT line by providing HT XLPE Cable to avoid feeder crossing from the 11KV Bhagana RDS feeder to the 11KV Mayar RDS feeder. **(Note: The 11KV Mayar**

**Urban feeder has now been renamed as the 11KV Mayar RDS feeder and operates for 24 hours.).**

Additionally, it is submitted that after receiving the application for load extension and connection shifting, the applicant's site was inspected by the Area Incharge. The consumer was informed of the necessary changes for the supply extension.

3. The hearing took place as scheduled, which was attended by:
- i. Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN.
  - ii. Sh. Shamsheer Singh, the appellant.
  - iii. Mohan Lal, SDO, Umra (Addl. Charge)

4. At the outset, the appellant was asked as to how his request is covered under the notified service 'Shifting of LT/HT Lines' because his request is for shifting of his already released connection to urban feeder from RDS feeder. However, he had no answer to that and again reiterated his grievance that his connection was wrongly released on RDS feeder. Therefore, technically speaking, his request is not covered under this notified service 'shifting of meter/ services connection'.

The SDO stated that as per Nigam's instructions, the connection is released from the nearest feeder and since the RDS feeder was nearby, as also admitted by the appellant, the connection was released from that feeder. If the appellant wants connection from the urban feeder which is approx. 700 metres away, he will have to bear the cost regarding which an estimate has been prepared by the Nigam which is exceeding Rs.12 lacs. At this stage, Shri Vikas Kadian stated that the consumer can also get the work done at his cost under the supervision of DHBVN officials as per instructions. The regulation in this regard is very clear which states as under in SC No. D-21/2005 under Point 4:-

"The industrial connections are to be released from nearby feeders, it may be urban or rural feeder. However, in case the industrial consumer makes request to release his connection from urban feeder instead of nearby rural feeder, then the applicant would be asked to deposit the full cost against deposit estimate as well as service connection charges as applicable".

Therefore, the Commission does not find any merit in the Revision of the consumer which is hereby dismissed. However, the SDO is directed to maintain adequate electricity supply of 16 hours in this feeder so that the appellant can operate his industry properly because, as per the statement of the appellant, electricity comes three hours a day with breaks which is of no use to him. Be that as it may be, it is the responsibility of DHBVN to provide electricity for 16 hours from that feeder which the SDO is advised to maintain in a smooth manner. In case of insufficient supply, the consumer can approach the concerned forum for redressal of his grievance.

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

