



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. 2875

Dated: 17th July 2025

To

Sh. Sombir Bhalothia,
SGRA-cum-SE,
Circle (Electricity), Kaithal.
Contact No. 9355703322
E-mail: seopkaithal@uhbvn.org.in

The DO-cum-SDO (Op)
Sub-Division (Electricity), S/DIV Rajound.
Contact: 9354726211
E-mail: sdooprajound@uhbvn.org.in

The JE (Op)
Sub-Division (Electricity), S/DIV Rajound.
(Through SDO)
Contact: 9354726211
E-mail: sdooprajound@uhbvn.org.in

Subject: Revision Details - AAS24/1263088 Name- Sh. RAJPAL Service-Application for New Electricity connection - LT - Other Municipal Areas [RTS - 7 Days] UHBVN Self Filed by Applicant on AAS Portal (Saral) on 08.06.2025.

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.

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. 2876

Dated: 17th July 2025

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

- i. The Managing Director, UHBVN
- ii. Sh. Puneet Kundu, SE/RA, Link Officer of Sh. Rajinder Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf of UHBVN E-mail: sera@uhbvn.org.in and r.untale@gmail.com.
- iii. The appellant - Sh. Rajpal Phone No. 8708819800 E-mail: rajpalkharta@gmail.com.

(Sube Khan)

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



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Final orders

(In respect of Revision Details - AAS24/1263088 Name- Sh. RAJPAL Service-Application for New Electricity connection - LT - Other Municipal Areas [RTS - 7 Days] UHBVN Self Filed by Applicant on AAS Portal (Saral) on 08.06.2025.)

Hearing date: 15.07.2025

Time: 12 noon

Case type	Revision on AAS	
Department	Energy (UHBVN)	
Name of Service	Application for New Electricity connection - LT - Other Municipal Areas	
Date of application	31.08.2024	
RTS timeline	7 Days	
RTS Due Date	16.10.2024 (As per old RTS timelines where it was 37 days)	
District	Kaithal	
Name of the Appellant	Sh. Rajpal	
Designated Officer	Designation	SDO, Sub-Division (Electricity)-S/DIV RAJOUND
	Action taken with date	Application Rejected on 30.09.2025
	Remarks of DO	"Other DOC NOT COMPLETE"
First Grievance Redressal Authority	Designation	XEN, Division (Electricity)-Pundri
	Date and mode of appeal submitted to FGRA	01.10.2024 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"Sir mane bijli ka new connection dilwadiya jave thank you sir apply Kiya tha lekin janbujkar reject kiya gya hai jabki sabi document sahi upload kiye the aur ab fir se upload kar raha hu kirpa karke bijali ka conection apply Kiya tha lekin "
	Action taken by the FGRA with date	Appeal Dismissed on 16.10.2024
	Remarks of FGRA	"Application cancelled"
Second Grievance Redressal Authority	Designation	SE, Circle (Electricity)-Kaithal
	Date and mode of appeal submitted to SGRA	23.03.2025 (Self Filed by Applicant on AAS Portal)
	Remarks of the Appellant	"Sir rajound board curraption me number ek per hai . Kisi bade aadikari se nahi darte Hai janbujh kar customer ke kaam ko late karne aur pase milne ka rasta bantate hai . Jab mane line aur poll ka estimate b bhara hua hai .aur staff poll ko shift nahi kar raha hai balki portal per wrong reply attached kar

		raha hai estimate pending ka.satish je ke dubara riswate leke kaam kiye jaate hai."
	Delay Reason	"Sir mujhe staff ne gumara kiya kaam jaldi karne ka aaswasn diya lekin baad khub pase maage aur liye aur curraption kiya kaam pase ke chaakee me ab tak b adura rakha hua hai please help sir thank you"
	Action taken by SGRA with date	Final Judgement Delivered on 28.04.2025
	Remarks of SGRA	"Direction issued to XEN OP Division Pundri to initiate strict disciplinary action against erring officer/official"
Commission	Date of filing of Revision	08.06.2025
	Mode of Revision	Self Filed by Applicant on AAS Portal
	Remarks of the Appellant	"Sir I have complained about this earlier also The department closes the complaint without any investigation and neither has my incomplete work been completed yet Hence you are requested to get this matter investigated by some higher officer and take legal action against the JE and get my incomplete work completed Thank you"
	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 DO-cum- SDO (Op), Sub-Division (Electricity)-S/DIV RAJOUND vide letter no. 2206 dated 12.06.2025. He was directed to investigate the matter and send the action taken report by 20.06.2025. A response was received from DO-cum- SDO (Op), Sub-Division (Electricity)-S/DIV RAJOUND vide memo no. 6081 on 23.06.2025, wherein it was stated that Mr. Rajpal had initially applied for a DS (Domestic Supply) connection on 31.08.2024. Upon site inspection by the concerned staff, it was observed that Sh. Rajpal intended to obtain a DS connection for his newly constructed hotel/dhaba, which actually falls under the NDS (Non-Domestic Supply) category. Accordingly, the application was rejected. Subsequently, Sh. Rajpal reapplied for an electricity connection under the correct NDS category on 10.12.2024. An estimate was prepared as per Nigam instructions and the cost of Rs. 38,500 for the new connection was deposited by the applicant on 16.12.2024. It was further submitted that an 11KV electric line passes through the premises where the connection was sought. As per Nigam instructions, a separate estimate for the shifting of this line was prepared and sanctioned by the XEN Office, Pundri vide memo no. OZ/RJD-78/2024-25 dated 13.12.2024. The cost of the estimate for the line shifting was deposited on 13.01.2025 and the connection was subsequently released on 21.01.2025.

After perusal of the above, the Commission observed the following:-

- The XEN in the investigation report had noted that the connection was released on 24.01.2025 without shifting the line as per the Nigam instructions whereas, in the latest reply, the date of connection release is mentioned as 21.01.2025.
- That no work has been done with regard shifting of the 11KV line even though the appellant has made the requisite payment.

- iii. Accountability was fixed in the investigation report and it was also admitted that the consumer was harassed. However, JE and the SDO were let go with the warning.

3. The above observations were conveyed to the DO-cum-SDO (Op), Sub-Division (Electricity)-S/DIV RAJOUND and JE (Op), Sub-Division (Electricity)-S/DIV RAJOUND vide letter no. 2524 dated 30.06.2025 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 15.07.2025 at 12 noon.

Meanwhile, a reply was received from the DO-cum-SDO (Op), Sub-Division (Electricity)-S/DIV RAJOUND vide no. 7019 on 08.07.2025 stating the following:-

- i. The connection was released on 24.01.2025 without shifting the line, as standing wheat crops on the site prevented tractor access, making the line shifting unfeasible at that time. However, in order to address the consumer's grievance and to avoid any undue harassment, the connection was released.
- ii. It was further submitted that there is a dispute regarding the proposed site for shifting the line, due to which the work could not be completed. As per Nigam's instruction CS 01/2021, point no. 13, the Right of Way (RoW) is to be provided by the beneficiary. Accordingly, Sh. Rajpal was informed to make the RoW available, vide memo no. 3821 dated 10.02.2025. However, no cooperation or response was received from Sh. Rajpal, which hindered the completion of the line shifting work.
- iii. All possible efforts were made by the SDO and JE to provide the service in accordance with Nigam's instructions. Although the consumer deposited the cost of the estimate on 13.01.2025, the connection was released by erecting approximately 370 meters of line. Further, it was stated that the Kaithal-Rajound road was under construction at the time, which further created logistical challenges in transporting materials.

An email was received from the complainant on 13.07.2025 reiterating his earlier position. He had also shared the site images and the relevant records pertaining to the case.

4. (a) The hearing took place as scheduled, which was attended by:

- i. Sh. Puneet Kundu, SE/RA, Link Officer of Sh. Rajinder Kumar, SE, UHBVN, Nodal Officer for RTS matters on behalf of UHBVN
- ii. Sh. Yogesh Kumar, the DO-cum-SDO (Op), Sub-Division (Electricity)-S/DIV Rajound
- iii. Sh. Satish Kumar, JE (Op), Sub-Division (Electricity)-S/DIV Rajound
- iv. Sh. Rajpal, the appellant

(b) The complainant reiterated the contents of his submission dated 13.07.2025. He stated that he was unnecessarily harassed by the Nigam for obtaining a simple connection. He mentioned that he had initially planned to build a house and had therefore, applied for a

DS connection. However, he later decided to convert the space into a *dhaba*, for which he applied under the NDS category. He noted that he had paid Rs. 52,500 for the shifting of the line but the same was not executed by the Nigam. He alleged that middlemen offered to get the work done, including arranging the connection. He claimed that there was an inordinate delay in the preparation of the estimate, which was subsequently revised multiple times without any proper justification. He pointed out that it was only after filing an online complaint on CPGRAM on 28.09.2024 that the respondents prepared the estimate. He further alleged that a theft case was registered against him in January 2025, even though he was not using the premises at the time, as it had been leased out.

(c) The SDO stated that the complainant's initial application, dated 31.08.2024, was rejected as it had been submitted under the wrong category. He presented a timeline in his defense, noting that the complainant subsequently applied for an NDS connection on 10.12.2024. Following this, an estimate was prepared on 16.12.2024 and the SCO was generated on 17.12.2024. Simultaneously, regarding the shifting of the overhead 11KV line, he had written to the XEN on 06.12.2024 and prepared an estimate, which was approved by the XEN on 22.12.2024. He noted that the complainant deposited the approved amount only on 13.01.2025, after which the connection was released on 24.01.2025. When asked how the connection was released despite the line-shifting work not having been executed, he responded that the complainant was continuously pressuring him for the connection and expressed concerns that the complainant might get himself electrocuted if the connection was not released as threatened by him. He added that, as a precaution, he had obtained a written undertaking/consent from the complainant regarding the shifting of the line prior to releasing the connection. He stated that this was as per instructions. The JE reported that during a field visit, the complainant had informed them that the land adjoining his plot belonged to him and that the Nigam could shift the pole there. However, an affidavit submitted by the complainant to the respondents on 19.12.2024 indicated that the land ownership was split between the complainant and his brother, Sh. Vikram and that the pole was situated on the latter's portion.

5. The Commission has carefully considered all the facts and circumstances of the case. As far as the notified service is concerned, it is observed that the same was delivered on 24.01.2025. The Commission's primary concern pertains to the delivery of the notified service. It is noted that, at the time of application, the prescribed timeline for delivering the service was 37 days. Based on the timeline provided by the respondents, it appears that the service was delivered within a reasonable period, taking into account that the applicant delayed the deposit of the shifting estimate. Accordingly, the Commission is focused on the application for the NDS connection, which was submitted on 10.12.2024 and subsequently released on 24.01.2025. Regarding the issue of delayed preparation of estimates, it is observed that the respondents initiated action only after the applicant lodged a complaint on CPGRAM on 28.09.2024, following which consent for shifting of the line was given on 28.11.2024. This delay has not been adequately explained by the respondents. The SDO had noted that the overhead line is situated dangerously close to the premises and requires shifting in accordance with Nigam instructions. It is further

noted that in his judgment dated 28.04.2025, the SGRA observed that the connection was released without shifting the line. Therefore, it is imperative for the respondents to comply with the relevant instructions. Whether the estimate is to be revised due to the use of a different type of cable, as stated by the SDO during the hearing or the connection is to be rejected, is a decision that rests with the Nigam. The Commission is not commenting on this aspect, as it pertains to a separate notified service for which the requirements—namely, deposition of the shifting estimate and provision of the right of way—are clearly outlined in Nigam instructions. The applicant is required to fulfill both conditions. With respect to the allegation regarding the theft case, the Commission notes that the matter falls outside its jurisdiction. The complainant may seek redressal through the appropriate legal forums. Since the allegations of bribery and harassment remain unsubstantiated, the Commission refrains from making any observations on those claims.

6. The Commission also places on record its appreciation for the judgment passed by Sh. Sombir Bhalothia, SGRA-cum-SE, dated 28.04.2025, wherein the matter was appropriately investigated through delegation to the XEN. It is a well-reasoned judgment and it is hoped that the same approach is adopted by his subordinates, colleagues and seniors alike. At the same time, Sh. Yogesh Kumar, SDO and Sh. Satish Kumar, JE are cautioned to exercise due diligence in the delivery of notified services. It is expected that they act in accordance with the mandate of the law, rather than being influenced by external stimuli or pressures from the complainants.

With these orders, this revision is hereby disposed of.

16th July, 2025

