



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:** HRSC-010004/13/2024/1147

**Dated:** 26.03.2024

To

The Executive Engineer-cum-SGRA,  
(OP) Sub Urban, UHBVN, Sonipat. (M) 9050566699  
Email:- xenopsusonipat@uhbvn.org.in

**Subject:- Revision No.- AAS24/997818, VINIT KUMAR CHADHA, Billing Complaint -LT [RTS - 07 Day], Filed through Self- on 04.03.2024, UHBVN, Sonipat.**

**Sir,**

I am directed to forward herewith a copy of the orders dated 21<sup>st</sup> March, 2024 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  
Email: rtsc-hry@gov.in

Endst No. 1148

Dated:- 26.03.2024

A copy is forwarded to Sh. VINIT KUMAR CHADHA. (M) 9896251300,  
Email:- vkchadha1@gmail.com for information please.

(Sube Khan)

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



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**Final Orders**

**(In respect of Revision No.- AAS24/997818, VINIT KUMAR CHADHA, Billing Complaint -LT [RTS - 07 Day], Filed through Self- on 04.03.2024, UHBVN, Sonipat)**

**Hearing date: 21.03.2024**

**Time: 10.30 am**

Case type	Revision on AAS	
Department	UHBVN, (Energy)	
Name of Service	Billing Complaints	
Date of application	12.01.2024	
RTS timeline	07 Days	
RTS Due Date	23.01.2024	
District	SONIPAT	
Name of the Appellant	VINIT KUMAR CHADHA	
<b>Designated Officer</b>	Designation	CA, Sub Division (Electricity)-MURTHAL
	Action taken with date	20.01.2024 (Service Completed)
	Remarks of DO	"SVR done for further process of bill rectify as per check record" (Closed) on 20.01.2024
<b>First Grievances Redressal Authority</b>	Designation	SDO, Sub Division (Electricity)-MURTHAL
	Date and mode of Appeal submitted to FGRA	22.01.2024 through Self
	Remarks of the Appellant	"All bills are paid till date and last beill was raised for Rs.1708 which was also paid. Now bill is raised from zero meter reading and grievance closed without any proper response. Copies of bill raised , copy of last bill and receipt of last payment which says no dues is attached.Kindly recity and cancel the outstanding bill. I am paying all bill regularly. Also convert my metr to smart meter to avoid such errors.regards /" (Copy attached)
	Action taken by the FGRA	Appeal Dismissed on 19.02.2024

	Remarks of FGRA	"As per Bma Portal Report and Svr Report. Bill"
<b>Second Grievances Redressal Authority</b>	Designation	XEN, Division (Electricity)-Sub Urban
	Date and mode of Appeal submitted to SGRA	19.02.2024 through Self
	Remarks of the Appellant	"Sir My appeal has been rejected stating bill is okay as per reading units. Bill was paid without any delay always Still if reading units are okay now then recover the amount from meter reader This is an area on serious concern. Further for 5032.3 units per month units come out to be 255 and per month bill amount comes rs1158.964 and for 19.67 month it is 22796.822 I have already paid 13050 and balance is only 9746.82 that should be paid by person who has given wrong reading unit Also see MDI is /" (Copy attached)
	Action taken by SGRA with date	Appeal Dismissed on 26.02.2024
	Remarks of SGRA	"as intimated by the concerned sdo grievance of the complainant has been resolved and new rectified bill is attached herewith so it is requested to kindly dispose off the matter please. /" (Copy attached)
<b>Commission</b>	Date of filing of Revision	
	Mode of Revision	Through Self on 04.03.2024
	Remarks of the Appellant	"Sir, it is being said that revised bill is correct, Bill was revised once I lodged my grievance for inflated bill . there is a big conspiracy in bills. FIX responsibility and cance this bill. Detailed appeal is enclosed...." (Copy attached)
	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 Executive Engineer-cum-Second Grievances Redressal Authority vide Commission's letter no. HRSC-010004/13/2024/819 dated 06.03.2024 to investigate the matter and send the action taken report in this matter to the Commission by 18.01.2024.
3. A reply was received from the XEN, S/U, Division, Sonipat vide memo no. 89/AAS dated 18.03.2024 wherein he reiterated the facts of the case as mentioned above. Additionally, he submitted that the complainant was contacted and he stated that the bill had been



settled now. However, the complainant demanded that other meters in the residential society also be checked for wrong billing.

4. For further inquiry, the Commission scheduled a hearing on 21.03.2024 at 10.30 am with the Respondent & the Revisionist under the Chairmanship of Shri T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, and the same was conveyed to the concerned vide Commission's letter no. HRSC-010004/13/2024/819 dated 06.03.2024. The hearing was attended by the following:
  - a. Sh. Ashwani Kaushik, XEN-cum-SGRA.
  - b. Vinit Kumar Chadha, the Appellant.

Sh. Vinit Kumar Chadha stated that he had been paying the bills regularly as and when received and suddenly in January 2024, he received a bill of Rs. 21489/- out of which payments made by him were deducted and net amount was demanded to the extent of Rs 12489/-. In contrast, his previous bills were only to the extent of Rs 3600/- (11.05.2022-06.01.2023), Rs. 4500 (06.01.2023-09.03.2023), Rs. 755 (09.03.2023-01.05.2023), Rs. 867 (01.05.2023-28.06.2023), Rs. 878 (28.06.2023- 27.08.2023, Rs. 742 (27.08.2023-17.10.2023) and Rs. 1708 (17.10.2023-22.12.2023). Thereafter, he lodged a complaint which the DO/FGRA/SGRA did not pay any heed to. Now, he has been intimated that all his previous bills had been raised on 'Average' basis and the latest bill is based on actual meter reading. He further added that similar problems regarding incorrect bills are faced by all the residents of his society, which should be checked. On the other hand, Sh. Ashwani Kaushik, XEN stated that the earlier bills were on 'provisional' basis, but when he was asked whether the bills indicate that these are on 'average' basis or "OK" basis, he admitted that these bills were issued on "OK" basis. On further questioning, he admitted that the meter reading agency had taken wrong readings and even before this complaint was lodged, the actual meter reading was taken after site verification and the new bill has been correctly issued after giving benefit of slab and deducting the amount already paid.

5. The Commission has carefully considered all facts and circumstances of the case. The complainant-cum-consumer has fairly accepted that the new bill is as per the actual reading and he has no objection to pay that but his grievance relates to incorrect bills issued in the past. Issuance of wrong bills for last one and half years starting from 11.05.2022 suggests that there is no control of the Sub Division or the Division on the meter readers and they are giving Meter Readings at their whims and fancies without actually visiting the consumers premises. It is a matter of concern that such mistakes were not being detected by the Sub Division, putting the Nigam/Government to a loss. It is also painful that despite the matter coming to the notice of the XEN-cum-SGRA, he has not initiated any action against the meter reader for taking wrong readings. The Consumer has been inconvenienced and has been unnecessarily forced to file appeals at various forums upto the Commission. Therefore, to balance the ends of justice, it is ordered that for the 7 wrong bills issued in the past, a compensation of Rs 1000/- per bill i.e. total Rs 7000/- should be deducted from the bills of meter reader and in case it is not possible, then it should be deducted from the salary of the Designated Officer and paid to the consumer, which may either be credited in his account or paid in his bank

account regarding which he will send the following details to the XEN as well as to the Commission:-

- (a) Name of the Bank
- (b) Name of the Account holder in the Bank
- (c) Bank Account Number
- (d) Address of the Bank
- (e) IFSC Code

The action taken in this regard along with proof should be communicated by the XEN-cum-SGRA to the Commission by 31.03.2024.

6. This case also indicates that similar problem persists in respect of other connections in the consumer's society i.e. Rail High Risers Society, Sonipat. Therefore, without going further into details, the Commission would only advise the XEN to get the similar bills in the society checked so that the Nigam is not put to a loss.

With these orders, this Revision petition is hereby disposed of.

21<sup>st</sup> March, 2024

