



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

**(Through E-mail Only)**

To

Letter No. 1773

Dated 22/04/26

The DO-cum-SDO(Op),  
Sub-Division (Electricity), No. 2 Faridabad,  
DHBVN  
Contact: 9540954702  
E-mail: [sdoopnit2faridabad@dhbvn.org.in](mailto:sdoopnit2faridabad@dhbvn.org.in)

**Subject:**


**Revision Details: AAS25/2293444 - Energy (DHBVN) Name: Smt. SHOBHA GUPTA Service: Shifting of Transformers [RTS - 51 Days] Self Filed by Applicant on Saral Portal (Saral) on 24.03.2026.**

Sir,

I am directed to forward herewith a copy of the orders dated 20.04.2026 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and necessary action.

**BY THE ORDER OF THE HARYANA RIGHT TO SERVICE COMMISSION AT CHANDIGARH.**

Encl: As above

  
(Sube Khan)

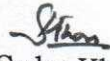
Under Secretary-cum-Registrar,  
Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. 1774

Dated 22/4/26

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

- i. Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN E-mail: [kadianvikas@yahoo.com](mailto:kadianvikas@yahoo.com).
- ii. The Revisionist, Smt. Shobha Gupta No. 9971928436 (Through AAS).

  
(Sube Khan)

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



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**Final orders**

**[In Respect of Revision Details: AAS25/2293444 - Energy (DHBVN) Name: Smt. SHOBHA GUPTA Service: Shifting of Transformers [RTS - 51 Days] Self Filed by Applicant on Saral Portal (Saral) on 24.03.2026.]**

**Hearing date: 20.04.2026**

**Time: 11:00 am**

Case type	Revision on AAS	
Department	Energy (DHBVN)	
Name of Service	Shifting of Transformers	
Application Number	DH23102500008	
Date of application	23.10.2025	
RTS timeline	51 Days	
RTS Due Date	05.01.2026	
District	Faridabad	
Name of the Revisionist	Smt. Shobha Gupta	
Designated Officer	Designation	SDO, SubDivision (Electricity)-No. 2
	Action taken with date	Closed on 06.11.2025
	Remarks of DO	"Your complaint has been forwarded to concerned incharge for further necessary action."
First Grievance Redressal Authority	Designation	XEN, Division (Electricity)-Faridabad
	Date and mode of appeal submitted to FGRA	29.12.2025 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"I have applied for the shifting of Transformers which is attached to my house which can be very dangerous for life. I have applied for the same to dhbvn office sector 22 faridabad and copy I am attaching but no action taken from your office.please look into the matter "
	Action taken by the FGRA with date	Final Judgement Delivered on 10.02.2026
	Remarks of FGRA	"This office has spoke the consumer over phone and informed the consumer about demand notice over phone but the consumer refuse to accept the demand notice and refuse to pay the demand notice amount as per sales circular d25/2023 and D4/2024 consumer will have to pay the demand notice cost if they want the shifting done voluntarily. As per Above facts, the appeal

		considered for closing as per final Judgement.”
Second Grievance Redressal Authority	Designation	SE, Circle (Electricity)-Faridabad
	Date and mode of appeal submitted to SGRA	10.02.2026 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	“Not satisfied with the judgement”
	Action taken by SGRA with date	Final Judgement Delivered on 24.03.2026
	Remarks of SGRA	“SGRA gave the direction to Designated officer cum SDO OP Sub Division no 2 DHBVN NIT Faridabad to shift the Transformer after deposit the estimated cost by the complainant all the fact has been briefed to the consumer during the hearing on dated 24 03 2026.”
Commission	Date of filing of Revision	24.03.2026
	Mode of Revision	Self Filed by Applicant on Saral Portal
	Remarks of the Revisionist	“Sir same judgement is passed at SGRA and FGRA. Sir I have made a complaint for shifting of poles when the transformer were not installed I have all the record for the same but no needful has been done so far only same judgement passed no official is paying attention to my complaint”
	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), Division (Electricity), No. 2 Faridabad vide letter no. 1477 dated 03.04.2026. He was directed to investigate the matter and send the action taken report by 15.04.2026 and a hearing was scheduled to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 20.04.2026 at 11:00 am. Additionally, an email was received from the revisionist on 19.04.2026 while reiterating the contents of his appeal history and revision.
3. (a) The hearing was held as scheduled, which was attended by the following: -
- Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf DHBVN.
  - Sh. Yugank Jain, the DO-cum-SDO (Op), Division (Electricity), No. 2 Faridabad
  - Sh. Sonu Gupta, h/o Smt. Shobha Gupta, the Revisionist
- (b) Sh. Sonu Gupta reiterated the contents of his revision. He submitted that the minimum clearance required between the transformer and his premises has not been maintained. He further stated that the poles were erected despite his having submitted objections at the relevant time. He later came to know that a letter from Municipal Councilor was obtained in support of installation of the pole/transformer but it is surprising that the poles were erected in 2024 and the Municipal Councilor was elected in 2025. Therefore, there could not have been any consent of the Municipal Councilor in 2024 at the time of installation of the poles. Additionally, he alleged that the respondents threatened his

brother when he attended the hearing and that similar threats were also extended subsequently over the telephone.

- (c) Sh. Yugank Jain submitted that Sh. Sonu Gupta is not using the premises as residence but is using the same for running a workshop. Moreover, the revisionist constructed a door after the poles had been erected and that the said door is not even the main entrance. He further stated that there is a paucity of space for shifting the transformer and that the cables are insulated, thereby reducing the risk of any harm. He also stated that any shifting of the transformer, as sought by the revisionist, would impede traffic movement in the lane, which is only 15 feet wide. He further refuted the claims of any threats extended to the revisionist. Regarding the letter of Municipal Councilor in support of the installation of transformer, he admitted that when the poles were erected, the elections to the Municipal Corporation had not taken place but when the transformer was installed, the Municipal Councilor had already been elected and he is in support of installation of the transformer at the place where it has been actually installed.
4. The Commission has carefully considered all the facts and circumstances of this revision. Upon perusal of the photographs of the site, it is evident that the cables emanating from the transformer are in close proximity to the premises in question. At the same time, the respondents have placed on record photographic evidence indicating that the door was constructed only after the poles had been erected at the site. Accordingly, it can be reasonably concluded that the revisionist has not approached the Commission with clean hands. The Commission acknowledges that the transformer is located in close proximity to the premises. However, it also notes that the area was earlier an unauthorized area where many industrial units have come up and the width of the streets i.e. right of way is narrow. Despite that, it goes to the credit of DHBVN that it has provided electricity to the residents of this area for their residences/ running their commercial enterprises. It is clear that the respondents are constrained by the right of way for shifting it away from the premises of the revisionist as it would block the movement in the street. It was also stated by Sh. Yugank Jain that if the transformer is shifted at the end of the street, the voltage in the street shall drop leading to further problems to the consumers in the street. It has also been noted by the Commission that similar poles in the lane have been erected at comparable distances, which indicate that the revisionist has neither been singled out nor subjected to discriminatory treatment. The respondents are bound to act in accordance with Sales Circular D-04/2024, as per which the cost of shifting is to be borne by the revisionist. At the same time, it is incumbent upon the respondents to ensure that the minimum clearance requirements, as stipulated under the said instructions, are duly adhered to.

In view of the above, finding no merit in the revision, the same is hereby dismissed.

20<sup>th</sup> April, 2026

