



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

(Through E-mail Only)

Letter No. 351

Dated 21st January, 2026

To

Sh. F.R. Naqvi
The SGRA-cum-SE(Op),
Circle (Electricity), Hisar,
DHBVN.
Contact: 9812221710
E-mail: seophisar@dhbvn.org.in

Sh. Surender Mehra,
The FGRA-cum-XEN(Op),
Division (Electricity), Hansi,
DHBVN.
Contact: 9812201236
E-mail: xenophansi@dhbvn.org.in

Sh. Ayushmaan Garg,
The then DO-cum-SDO(Op),
Sub-Division (Electricity), Narnaund, **(Through SE, DHBVN, Hisar)**
DHBVN.
Contact: 9812452631
E-mail: sdoopnarnaund@dhbvn.org.in

Sh. Pardeep Hooda
The DO-cum-SDO(Op),
Sub-Division (Electricity), Narnaund,
DHBVN.
Contact: 9812452631
E-mail: sdoopnarnaund@dhbvn.org.in

Sh. Surender, JE (Op),
Sub-Division (Electricity), Narnaund, **(Through SE, DHBVN, Hisar)**
DHBVN.
Contact: 9812452631
E-mail: sdoopnarnaund@dhbvn.org.in

Subject: Revision Details - AAS25/1864916 - Energy (DHBVN) Name - Sh. OM SINGH Service - Application for New Electricity connection (Without Extension of Distribution Network)-LT - Rural [RTS - 15 Days] Self Filed by Applicant on Saral Portal(Saral) on 08.11.2025.

Sir,

I am directed to forward herewith a copy of the orders dated **16.01.2026** 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 SE, Circle, Hisar is directed** to send compliance of these orders **to the Commission by 10.02.2026**. 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

Endst. No. 352

Dated: 21st January, 2024

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.
- ii. The Revisionist - Sh. Om Singh Phone No. 7495042311
E-mail: H333@GMAIL.COM (Through AAS).


(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 - AAS25/1864916 - Energy (DHBVN) Name - Sh. Om Singh | Service - Application for New Electricity connection (Without Extension of Distribution Network)-LT - Rural [RTS - 15 Days] Self Filed by Applicant on Saral Portal (Saral) on 08.11.2025.)

These orders are in continuation of the interim orders dated 18th December, 2025 issued vide the Commission's letter no. 5397 dated 22nd December, 2025, in respect of the hearing held on 18th December, 2025 at 10:30 am. The operative part of the said orders is reproduced as under: -

"The Commission has carefully considered all the facts and circumstances of the case, The alibi contained in the reply dated 16.12.2025 submitted by the SDO is found to be completely unsatisfactory. There was nothing in Circular No. D-37/2023 dated 09.11.2023 that required any clarification. There is no question of extending any undue benefit, as the said circular clearly lays down the manner in which the estimate is to be prepared. As per the circular, if the site is located within 300 meters of the outer boundary of the Lal Dora, only service connection charges are to be levied. If the site is located beyond 300 meters, the circular provides the calculations as follows:—

"(a) 50% of the cost of LT/HT line will be borne by the consumers/group of consumers and balance 50% by the Nigam.

(b) Cost of the T/F will be borne by Nigam....."

Where, then, lies the confusion in this case? Sh. Pardeep Hooda stated that, till date, estimates have been prepared without extending any benefit to applicants, which is contrary to the instructions issued by the Government. The instructions are crystal clear. Yet, the concerned officials of DHBVN have deliberately harassed applicants and demanded extra charges, which is wholly unjustified. In the present case, the estimate was initially prepared and issued on 25.09.2025 for an amount of Rs. 1,96,126. Even when the applicant persisted by filing the first and second appeals, the estimate was neither corrected nor reviewed; instead, his appeals were resolved by the XEN, Hansi and dismissed by the SE, Hisar, which is unfortunate. It was only after the applicant filed a revision before the Commission on 08.11.2025 that the correct estimate, in accordance with the instructions, was prepared and issued on 11.11.2025 for an amount of Rs. 1,03,410. This reflects not merely gross negligence but also a case of deliberate mischief on the part of the officers concerned, which is evident from the contents of the revision filed with the Commission, reproduced below:—

“.....दिनांक 25.09.2025 को मुझे नारनौद उपमंडल कार्यालय द्वारा पत्र संख्या 3858 के माध्यम से ₹1,96,126/- की मांग दर्शाते हुए डिमांड नोटिस जारी किया गया, जो कि सरकार के परिपत्र संख्या D-37/2023 के अनुसार पूर्णतः गलत है।

इस संबंध में मैंने SE-cum-SGRA, हिसार के समक्ष अपील प्रस्तुत की थी, जिसके परिणामस्वरूप SGRA द्वारा दिनांक 28.10.2025 को पत्र संख्या 208/T-88/SE (OP) Hisar के तहत आदेश जारी किया गया, जिसमें नारनौद कार्यालय को डिमांड नोटिस को दोबारा सही रूप में जारी करने के निर्देश दिए गए थे।

परंतु उक्त आदेश के बाद भी नारनौद कार्यालय द्वारा अब तक कोई कार्यवाही नहीं की गई है। मैं चार बार कार्यालय जाकर एवं SDO महोदय से मिलकर अपनी समस्या रख चुका हूँ, परंतु प्रत्येक बार नए बहाने से टाल दिया जाता है। मैंने एक लिखित आवेदन SDO (OP) नारनौद कार्यालय में जमा कराया है, जिसकी प्रति इस पत्र के साथ संलग्न है। मैंने यह आवेदन XEN हांसी एवं SE हिसार को भी ईमेल के माध्यम से भेजा है, जिसका रिकॉर्ड भी संलग्न है।

SDO कार्यालय द्वारा लगातार 10 दिन चक्कर लगवाने के बाद भी मेरा कार्य नहीं किया गया और स्पष्ट रूप से कहा गया कि "आपका काम नहीं होगा।"

महोदय, यह पूरी तरह से सेवा में जानबूझकर देरी तथा सरकारी नियमों की अवहेलना का मामला है। सरकार के नियम अनुसार मेरी राशि ₹1,03,410/- बनती है, जो कि मैं जमा कराने के लिए तैयार हूँ। यह राशि भी नारनौद कार्यालय द्वारा जानबूझकर अधिक दूरी और अतिरिक्त सामग्री दर्शाकर बढ़ाई गई है।

एस्टीमेट तैयार करने में भी लगभग 2.5 महीने की देरी की गई और वह भी मेरे कई बार आग्रह करने के बाद ही बनाया गया।

अतः आपसे निवेदन है कि मेरे प्रकरण की जांच कर सरकार के नियमों (D-37/2023) के अनुसार सही राशि ₹1,03,410/- भरवाकर मेरा कनेक्शन शीघ्र जारी कराया जाए। इस प्रकरण में जानबूझकर देरी करने एवं गलत डिमांड जारी करने के लिए जिम्मेदार अधिकारियों पर कार्रवाई की जाए।

मेरे द्वारा जमा किए गए सभी पत्रों, ईमेल रिकॉर्ड तथा SDO कार्यालय में दिए गए आवेदन की प्रतियाँ इस पत्र के साथ संलग्न हैं।

आपसे निवेदन है कि इस विषय में शीघ्र कार्रवाई कर मुझे न्याय दिलाया जाए।"

Therefore, holding all the DOs responsible from the date of application i.e. 15.07.2025, till the issuance of the correct estimate on 11.11.2025, namely, Sh. Ayushmaan Garg, the then DO; Sh. Surender, JE, who held additional charge from 24.09.2025 to 01.10.2025 (the incorrect estimate of Rs. 1,96,126 dated 25.09.2025 having been issued under his signatures) and Sh. Pardeep Hooda, for non-delivery of service due to their mischief, high-handedness and non-compliance with the instructions of DHBVN, a penalty of Rs. 5,000 is imposed on Sh. Pardeep Hooda in exercise of the powers vested under Section 17(1)(h) of the Haryana Right to Service Act, 2014 (hereinafter referred to as the "Act"). Sh. Pardeep Hooda is directed to pay a compensation of Rs. 1,500 to the revisionist. SE, DHBVN, Hisar is directed to ensure the deduction of Rs. 6,500/- from his salary of December, 2025 to be paid in January, 2026 and deposit Rs. 5,000/- in the State Treasury under the Receipts Head 0070-60-800-86-51 & disburse Rs. 1,500/- to the revisionist. He is also requested to intimate the compliance to the Commission along with photocopies of the Challan etc., at its email Id- rtsc-hry@gov.in by 12.01.2026. Sh. Om Singh is requested to provide the following details to the office of SE, Circle (Electricity)-Hisar (seophisar@dhbvn.org.in) as well as to the Commission for making the payment of the compensation:-

(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 remaining officials, namely Sh. Ayushmaan Garg, the then DO and Sh. Surender, JE, are also hereby issued notices as to why a penalty should not be imposed upon them and why compensation should not be awarded to the revisionist under Section 17(1)(h) of the Act. SE, DHBVN, Hisar is directed to ensure that a copy of these orders is served to the concerned officials.

6. At the same time, Mr. F.R. Naqvi, SE and Sh. Surender Mehra, XEN are also hereby issued a notice under Regulation 10 of the Haryana Right to Service (Management) Regulation, 2015 as to why departmental action against them may not be recommended to the State Government in exercise of the powers vested in the Commission under Section 17(1)(d) of the Act for not performing their duties as SGRA and FGRA properly. The replies of Sh. Ayushmaan Garg, Sh. Surender, JE, Sh. F.R. Naqvi, SE and Sh. Surender Mehra, XEN should be sent to the Commission by 05.01.2026 on its email rtsc-hry@gov.in failing which appropriate orders shall be passed in respect of them.

At the same time, Sh. Pardeep Hooda, SDO is directed to confirm release of connection within a week i.e., by 26.12.2025, as promised by him."

2. In pursuance of the aforesaid interim directions, a reply was received from SDO vide memo no. 6505 dated 24.12.2025, stating that the connection was released on 24.12.2025. Furthermore, replies were received from Sh. Aayushman Garg, the then SDO vide email dated 31.12.2025, from Sh. Surinder Mehra, XEN vide memo no. Ch-20 HD-70 dated 31.12.2025, from Sh. Surender, JE vide email dated 01.01.2026 and from Sh. F.R. Naqvi, SE, Hisar vide memo no. Ch-221/T-88 dated 02.01.2026 wherein the following was stated:

- i. Sh. F.R. Naqvi, SE, in his reply dated 02.01.2026, stated that the correct demand notice was issued by the SDO only after the issuance of his orders dated 28.10.2025 and pleaded that the same was done in accordance with the prevailing instructions of DHBVN. He further informed that the penalty and compensation imposed upon Sh. Pardeep Hooda, SDO had been duly complied with.
- ii. In another reply dated 31.12.2025, Sh. Surinder Mehra, XEN stated that upon auto-escalation of the case to him, an email was sent to the SDO directing immediate release of the connection. The SDO had assured on 16.09.2025 that the connection would be released within seven days. However, since the same was not delivered, the complainant was constrained to file a second appeal.
- iii. Sh. Aayushman Garg, the then SDO, in his reply dated 31.12.2025, submitted that after site verification by the area in-charge, the expenditure estimate is forwarded to the concerned SDO for approval and, upon approval, the Commercial Clerk issues the demand notice. If the estimate exceeded the approving powers of the SDO, the same is required to be forwarded to the

competent authority. He further stated that he was given additional charge as SDO on 21.07.2025 and relinquished the same on 27.08.2025. Prior to this, he was posted at the Head Office, Hisar, in the MM Wing and that this was his first field posting, during which he was still on probation. He also stated that he had issued directions on 29.07.2025 and 05.08.2025 to complete all pending connection requests on the AAS portal. The area in-charge had submitted an estimate amounting to Rs. 4,41,680/- on 21.08.2025, which being beyond his mandate was forwarded to the competent authority on the same day, after which he relinquished the charge.

- iv. Sh. Surender, JE, in his reply dated 01.01.2026, stated that after site verification, the connection was found to be a dhani connection involving approximately 16-17 poles. He further stated that there was pressure to release connections due to flood conditions. According to him, the estimate was framed on 21.08.2025 and forwarded to the divisional office. Subsequently, the 50% cost of the transformer was removed from the estimate and a revised estimate was prepared on 12.11.2025, followed by issuance of the work order on 03.12.2025. The connection was ultimately released on 24.12.2025.

3. (i) The Commission has carefully considered all the facts and circumstances of the case. The action taken by the SE appears to be appropriate and the justification offered by the officer has been taken on record and accepted. Accordingly, the Commission has decided to drop the notice served upon him.
- (ii) The action taken by the XEN is also severely deficient. The case was auto-appealed to him on 06.08.2025. However, he marked the same as resolved on 17.09.2025 while recording the following observations:

"In this appeal, the FGRA official contact the applicant and informed him about the status of this new application of electricity connection and Consumer is satisfied. Hence appeal has been resolved."

The Commission finds the same to be incorrect. The XEN is a senior officer in the administrative hierarchy and is expected to be well-versed with his duties and responsibilities under the Act. Such an incomplete resolution goes against the very intent of the legislation. The Commission further notes that Sh. Surinder Mehra, XEN, was earlier warned by the Commission in the revision of Smt. Sharda (AAS25/1474408) with regard to auto-escalation. However, he had claimed that the same was not visible on his portal and upon investigation by the IT team and NIC, the responsibility was found to lie with the Nigam officials. Therefore, the Commission is issuing a final warning to Sh. Surinder Mehra, XEN. It is stated that in the event of any further deficiency, these cases shall be clubbed with those while recommending disciplinary action against him to the State Government in accordance with the provisions of the Act. It is again hoped that such an eventuality will not arise.

- (iii) The explanation offered by Sh. Aayushman Garg, the then SDO, is not entirely satisfactory. Even if this was his first field posting, he was expected to discharge his duties diligently and in accordance with the provisions of the Haryana Right to Service Act, 2014 (hereinafter referred to as the 'Act'). He stated that an estimate of around Rs. 4.4 lakhs was submitted to him by the Area Incharge on 21.08.2025, which he forwarded to the competent authority on the same date. The officer was expected to exercise due discretion and not accept everything placed before him without applying his mind. Had he examined the fairness of the estimates drafted, he would have realized the errors therein. Nevertheless, the Commission is taking a lenient view, considering that he is still on probation and in the learning phase. However, the Commission is recording his name in its database and in the event of any future lapses on his part, this case shall be clubbed with those cases for taking appropriate action against him under the provisions of the Act. It is hoped that such an eventuality will not arise.
- (iv) The explanation offered by Sh. Surender, JE, is not satisfactory. Even though he was holding additional charge, he was duty-bound to prepare the estimate strictly in accordance with the instructions, which were very clear, as noted in the Interim Orders of the Commission dated 18.12.2025. Such harassment of consumers is completely unacceptable. He also failed to prepare the revised estimate in a timely manner despite the orders of the SGRA. Therefore, for the harassment that the revisionist was subjected to, the Commission in exercise of its powers vested under Section 17(1)(h) of the Act imposes a penalty of Rs. 5,000 on Sh. Surender, JE. He is also directed to pay a compensation of Rs. 1,500 to the revisionist. SE, DHBVN, Hisar is directed to ensure the deduction of Rs. 6,500/- from his salary of January, 2026 to be paid in February, 2026 and deposit Rs. 5,000/- in the State Treasury under the Receipts Head 0070-60-800-86-51 & disburse Rs. 1,500/- to the revisionist. He is also requested to intimate the compliance to the Commission along with photocopies of the challan etc., at its email Id- rtsc-hry@gov.in by 10.02.2026. It is learnt that the revisionist had shared the relevant bank details in pursuance of the interim orders dated 18.12.2025. Therefore, the SE is directed to take appropriate action thereupon.

With these orders, this revision is hereby disposed of.

16th January, 2026

