



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. 390

Dated: 31 Jan. 2025

To

The SE (Commercial),  
Head Office, DHBVN, Hisar.

The FGRA-cum-SDO(Op),  
Sub Division (Electricity), Sector-31, Gurugram.  
Contact: 9540951480  
E-mail: Sdoopsector31@d hbn.org.in

The DDocum-CA(Op),  
Sub Division (Electricity), Sector-31, Gurugram.  
Contact: 9540951480  
E-mail: Sdoopsector31@d hbn.org.in

**Subject:- Revision Details -AAS24/1282257 Name-Sh. SACHIN YADAV Service-Billing Complaints [RTS - 7 Day] DHBVN Self Filed by Applicant on AAS Portal(Saral) on 06.12.2024.**

Sir,

I am directed to forward herewith a copy of the orders dated 30.01.2025 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. 391

Dated: 31 Jan. 2025

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

- i. The Managing Director, DHBVN, Hisar.
- ii. Sh. Vikas Kadian, XEN, DHBVN, Nodal Officer for RTS matters on behalf of DHBVN E-mail: [kadianvikas@yahoo.com](mailto:kadianvikas@yahoo.com).
- iii. Sh. Sachin Yadav Phone No. 9810642111.

(Sube Khan)

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



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**Final orders**

**(In respect of Revision No. - AAS24/1282257 Name - Sh. SACHIN YADAV Service-Billing Complaints [RTS - 7 Day] DHBVN Self Filed by Applicant on AAS Portal (Saral) on 06.12.2024.)**

**Hearing date: 30.01.2025**

**Time: 11:15 am**

Case type	Revision on AAS	
Department	DHBVN	
Name of Service	Billing Complaints	
Date of application	18.10.2024	
RTS timeline	7 Days	
RTS Due Date	28.10.2024	
District	Gurugram	
Name of the Appellant	Sh. Sachin Yadav	
Designated Officer	Designation	CA, Sub-Division (Electricity)-Sec-31
	Action taken with date	Closed on 18.10.2024
	Remarks of DO	No Remarks
First Grievance Redressal Authority	Designation	SDO, Sub-Division (Electricity)-Sec-31
	Date and mode of appeal submitted to FGRA	20.10.2024 (Self Filed by Applicant on Saral Portal)
	Remarks of the Appellant	"From last one year not getting the bill as per actual unit consumption. Everytime have to raise complaint to get the bill corrected. This time also complaint was raised but that was closed without any action. "
	Action taken by the FGRA with date	Appeal Resolved on 29.10.2024
	Remarks of FGRA	"With the regards of this complaint it is submitted that consumer current bill is now not generated please confirm after 7-10 days."
Second Grievance Redressal Authority	Designation	XEN, State-Haryana
	Date and mode of appeal submitted to SGRA	29.10.2024 (Self Filed by Applicant on AAS Portal)
	Remarks of the Appellant	"No action was taken by department and all billing complaint and escalation to appellate authority also closed without any resolution"
	Action taken by SGRA with date	Final Judgement Delivered on 29.11.2024
	Remarks of SGRA	"ATR attached"
Commission	Date of filing of Revision	06.12.2024
	Mode of Revision	Self Filed by Applicant on AAS Portal
	Remarks of the Appellant	"Again new bill is generated with PR. Problem is not resolved.."

	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 FGRA-cum-SDO, Sub-Division (Electricity), Sector-31, Gurugram vide letter no. 5669 on 16.12.2024. He was directed to investigate the matter and send the action taken report by 27.12.2024. A response was received from FGRA-cum-SDO, Sub-Division (Electricity), Sector-31, Gurugram vide no. 2317 on 30.12.2024 wherein it was informed that the billing was issued in order till April, 2024. In October, 2024, it was issued on PR basis and corrective action was taken by the subdivision. Bill dated 05.12.2024 was also generated on PR basis but the same was corrected on 11.12.2024. Billing is being done automatically with the smart meters in place. Matter was taken up with the agency to provide a permanent solution who informed that the account had an meter data synchronization (MDS) issue which was thereafter resolved and the readings were sent to CCB.

However, the Commission observed the following:-

- i. No action was taken by the DO and the FGRA on AAS portal.
  - ii. The complainant informed in his initial complaint that he has been facing issue for the past one year.
  - iii. Adjustments were made in the December, 2024 bill issued on 11.12.2024
3. Based on the observations, a hearing was decided to be conducted with SE (Commercial), DHBVN and FGRA-cum-SDO, Sub-Division (Electricity), Sector-31, Gurugram which was conveyed vide letter no. 129 on 15.01.2025, to be held before Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission on 30.01.2025 at 11:15 am. 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. S.K. Singh, SE (Commercial), DHBVN.
  - iii. Sh. Dharam Singh, FGRA-cum-SDO, Sub-Division (Electricity), Sector-31, Gurugram.
  - iv. Sh. Vijay Pal, DO-cum-CA, (FGRA-cum-SDO, Sub-Division (Electricity), Sector-31, Gurugram.)
  - v. Sh. Sachin Yadav, the appellant.
4. Sh. Sachin Yadav stated that his meter was replaced in October 2023 and thereafter, he has been receiving bills only on a provisional basis. As a result, he had to repeatedly lodge complaints, after which the bills were corrected but the process took considerable amount of time. This has unnecessarily caused him anxiety and harassment. When asked about the number of bills he had received on an average basis, he mentioned the number as eight.

The SDO stated that the bills upto April 2024 were issued on actual basis and only thereafter, subsequent bills were issued on provisional basis. However, whenever a complaint was received, corrective action was taken immediately. SE (Commercial) explained the technical issues related to the synchronization of smart meters with the

billing system and stated that the issue has now been resolved. Additionally, he informed the Commission that this was not an isolated case, as there were around 170 similar cases, which were being actively addressed. In fact, instructions have been issued to the Smart City team in Gurugram and the L&T team to track such cases on a weekly basis and resolve them immediately.

5. The Commission has carefully considered all the facts and circumstances of this case. It is surprising that after the meter was replaced in October 2023, the bills were issued on actual basis until April 2024 but thereafter, they were suddenly issued on a provisional basis. Therefore, it is difficult to believe that the issue was caused by synchronization problems, as such issues should have occurred immediately after the meter replacement, not months later. However, accepting the statement of SE (Commercial) as accurate, the Commission is not taking any punitive action in this case, though it acknowledges that the complainant deserves compensation for the continuous harassment he has faced over several months. SE (Commercial) is directed to issue written instructions to the Smart City team and L&T, with a copy to the Commission, within a week from today, detailing the procedure to be adopted in such cases. These instructions should address not only the 170 pending cases but also any future cases. The complainant agreed that since he has been assured that future bills will be issued on actual basis, the case may be closed.

With above observations and orders, this revision is hereby disposed of.

30<sup>th</sup> January, 2025

