



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. 4884
To

The Managing Director,
DHBVN, Hisar.

Dated: 24/10/24

The SDO(Op)-cum-DO,
Sub Division (Electricity), Sec-55, Ballabhgarh.
Contact: 09540956668
E-mail: Sdoopec55@dhbvn.org.in

Subject:- Revision Details - AAS24/1130651 Name- Sh. Deepak Aggarwal Service-Meter Complaint - Replace slow/fast/meters/Creeping or stuck meters [RTS - 7 Day] DHBVN Self Filed by Applicant on Saral Portal(Saral) on 30.07.2024.

Sir,

I am directed to forward herewith a copy of the orders dated 22.10.2024 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
E-mail: rtsc-hry@gov.in

Endst. No. 4885

Dated: 24/10/24

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 appellant -Sh. Deepak Aggarwal Phone No. 9811555548 (through AAS).

(Sube Khan)

Under Secretary-cum-Registrar,
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Final orders

Revision Details - AAS24/1130651 Name- Sh. Deepak Aggarwal Service- Meter Complaint - Replace slow/fast/meters/Creeping or stuck meters [RTS - 7 Day] DHBVN Self Filed by Applicant on Saral Portal (Saral) on 30.07.2024.

These orders are in continuation of the earlier orders of this Commission passed on 08.08.2024, the operative part of which is as follows: -

"The Commission has carefully considered all the facts and circumstances of this case. It is noted that the consumer initially filed the complaint under the incorrect category of service, "Meter complaint—replace slow/fast meters/creeping or stuck meters," instead of "Billing Complaint." The complainant regretted the mistake but since the grievance is genuine, the Commission is proceeding with the case 'as billing complaint'. The Commission has identified the following deficiencies in the handling of the case: - (i) Why did Sh. Parmod Kumar, the then SDO, resolve the case on 03.07.2024 without taking up the consumer's complaint with the CBO? (ii) Why did the CBO reverse the credit of ₹9,35,566 on 17.05.2024 when the case had previously been recommended by the SDO and approved by the CBO in March 2024? Moreover, the subsequent refund of ₹6,11,781 indicates that the initial reversal of the entire amount was incorrect. If the CBO believed that complete documentation was lacking, they should have obtained the necessary documents from the sub-division and partially reversed only the amount of ₹3,23,785, rather than the full amount of ₹9,35,566. This action appears to be an act of harassment of the consumer by the CBO.

A notice is hereby issued under Section 17 (1) (h) of the Haryana Right to Service Act, 2014 to Sh. Parmod Kumar, the then SDO, and the XEN, CBO, who reversed the entry on 17.05.2024, to explain why the reversal was made despite the earlier approval in March, 2024 and why the full reversal was carried out when a substantial amount was still payable to the consumer. Their replies should be submitted to the Commission by 10.09.2024, after which further action will be determined."

2. A response was received from the XEN CBO, dated 09.09.2024, informing that the matter pertains to the Bill Revision vertical under the FA & CAO/CBO office. Furthermore, the CBO's audit wing conducts concurrent audits using a three-tier system, which includes checking all sundry items and allowances at Audit Level 1, followed by Audit Level 2, with the final execution carried out at the CCB.
 - i. The account of M/s Jindal Polyninyl Pvt. Ltd. had a PDCO on 05.09.2019 with a default amount of Rs. 8,74,531.
 - ii. SDO, Sector 55, Ballabgarh registered a case on the CM tool on 15.03.2022 to transfer the default amount from the account of M/s Jindal Polyninyl Pvt. Ltd. to