

From

Meenaxee Raj, HCS  
Secretary,  
Haryana Right to Service Commission.

To

Shri. Shashank Anand, IPS  
MD, UHBVN at Panchkula,  
Power Department, Haryana.

Memo No:- 1093

Dated:- 23/7/2021

**Subject :** Copy of order.

Please find enclosed copy of order dated 22.07.2021 passed by  
Hon'ble Chief Commissioner HRTSC for information and necessary action.

- SD -

Meenaxee Raj, HCS  
Secretary, HRTSC



With reference to suo moto notice issued vide No. 764 dated 02/07/2021, MD, UHBVN, Shri Shashank Anand, IPS attended the proceedings through VC alongwith the following officers:-

- i) Shri Sanjay Bansal, Director, Operation.
- ii) Shri Rajesh Gupta, Director, Projects.
- iii) Shri Rajesh Arora, SE (Monitoring).
- iv) Shri Jasneer Kohar, Dy. Secretary (Project)

After detailed discussions, directions / observations of the Commission are as under:-

1. It has been informed that total 53,359 complaints were received in respect of notified services from Sr. Nos. 50 to 56 out of which, 50936 were disposed of in notified time and 2,423 were disposed of after notified time. It was observed that number of complaints received seem to be on lower side because total number of complaints received on helpline No.1912 itself would be generally more than one lac. MD, UHBVN agreed to cross check the information.
2. It was observed that relevant information and in proper format as mentioned in the Show Cause Notice has not been provided to the Commission. It was pointed out that DHBVN has provided circle-wise information and also reasons for delay in delivering the services in time against each case which is missing in case of UHBVN. It was decided that details of 10 most delayed cases in respect of each service - for cities & towns and rural areas separately, shall be intimated to the Commission with reasons and persons responsible therefor. This information shall be provided by 22.07.2021.
3. It was further directed that in cases where restoration of supply had been made after 6 pm in case of scheduled outages, the Commission intends to impose fines on the delinquent officials. M.D. UHBVN, shall supply the requisite information to the Commission within a week.
4. The Commission notes with appreciation that a separate column of RTS has been hosted on the website of UHBVN. The MD, UHBVN was advised to add/indicate against each service as to through which portal, a particular service can be availed - viz SARAL, BSK, 1912 etc.



Dated: 22nd July, 2021