



HARYANA RIGHT TO SERVICE COMMISSION,
S.C.O No.38 & 39 (2nd & 3rd FLOOR), SECTOR 17A, CHANDIGARH-160017
E-Mail Id: rtsc-hry@gov.in Telephone No-0172-2713050

No. HRTSC/SM-004/Power/1362
Post & E-mail

Dated: 01.09.2021

To

Shri P.C. Meena, IAS
MD, DHBVN at Hisar
Power Department.

Subject:- Suo Moto Notice under Section 17(1)(h) of the Haryana Right to Service Act, 2014.

Sir,

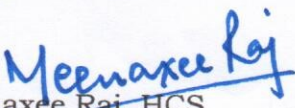
Please refer to the subject cited above. In this regard, I have been desired to convey that in response to the orders conveyed vide order No. 1052-1055 dated 20.07.2021, reply has been received from DHBVN in two parts – first reply vide letter dated 22.07.2021 (CP/51-56) and vide email dated 06.08.2021 (CP/57-96). DHBVN has also sent hard copy of the reply dated 06.08.2021 but unfortunately, it does not contain Annexure-II and Annexure-III.

The report submitted by CE/MM seems to be an exercise in defending the failures of systemic functioning in DHBVN. In case of Bhiwani, the number of broken poles i.e. 106 is much more as compared to those of Rewari i.e. 16 and of Hisar i.e. 18 even though the total number of poles on feeders is much more or comparable. Commission also do not subscribe to the view that since the farmers are using sprinkler technology for irrigating the crops and the water used is saline, it results in damage of poles over time upto 6 to 8 feet from the bottom. Farmers are not using saline water for irrigating their crops to such an extent as reported by CE/MM. There seems to be clear-cut poor workmanship during execution of work on the feeders because the poles broken in Bhiwani are comparatively of recent vintage than those of other circles. The specifications of purchase order as reported by CE/MM are good enough for the poles to last for many years.

However, without going into the issue any further, you are advised to implement the recommendations of CE/MM dated 04.08.2021 in letter and spirit so that there is no deficiency in delivery of notified services in future and to look into huge variations in percentage disposal of complaints amongst its circles. While Hisar has reported 100% disposal in RTS timelines and Gurugram-2, 99.12%, the disposal rate in case of Narnaul is only 78.35% and in Jind, 86.23%.

This issues with the approval of Worthy Chief Commissioner.

For Haryana Right to Service Commission


Meenaxee Raj, HCS
Secretary
Haryana Right to Service Commission