



HARYANA RIGHT TO SERVICE COMMISSION
S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017
E-mail: rtsc-hry@gov.in Telephone: 0172-2711050

File No. HRTSC/SM-004/Power/ 3117

Dated: 18.11.2021

From

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

To

Shri Ram Kishan,
AFM-CUM-Designated Officer,
O/o SDO (OP), S/Divn.,
Umra, DHBVN, Distt. Hisar

Subject:- COPY OF ORDER

I am directed to forward herewith a copy of the Order dated 18.11.2021 passed by the Hon'ble Chief Commissioner, Sh. T.C. Gupta, IAS (Retd.), Haryana Right to Service Commission, Chandigarh in the case of Suo-moto notice no. HRTSC/SM-004/Power/1909 for information.

Given under my hand and the seal of the Commission, this 18th day of November, 2021.

BY THE ORDER OF THE HARYANA RIGHT TO SERVICE COMMISSION AT CHANDIGARH.




(Meenaxee Raj)
Secretary

For Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in

Encl: Copy of order

Shri Ram Kishan, AFM-cum-designated Officer O/o SDO (OP), S/Divn, Umra, DHBVN, Distt. Hisar was issued a Show Cause Notice No. HRTSC/SM-004/Power/1909 dated 27.10.2021(CP-48) under section 17(1)(h) of the Haryana Right to Service Act, 2014 as to why a penalty upto Rs.20000 may not be imposed on him for delay in processing of the case and the compensation upto Rs.5000 may not be granted to the applicant. He was directed to submit his reply by 10.11.2021 through email and to appear before the Commission on 17/11/2021 at 11:00 AM.

2. Pursuant to the said notice, Shri Ram kishan, AFM-cum-Designated Officer, submitted vide his reply that he was transferred from City division to SUB office Umra on 14/7/2021. He joined Umra SUB office for duty on 15/7/2021. On 16/7/2021 evening, applicant from Jamalpur village informed him that there was fault in electricity flow from transformer in his field. He immediately informed the duty staff and on visiting the field, he found the 25KVA transformer to be burnt. He informed about it to J.E SUB office incharge Umra, Shri Amarjeet Singh. On next morning of 17/7/2021, Shri Amarjeet Singh, J.E made an estimate of burnt transformer but as 17/7/2021 and 18/7/2021 were Saturday and Sunday respectively, allocation of transformer was done on 19/7/2021. Due to non-availability of any conveyance and bad weather conditions, he was able to submit the transformer SRW No-12/409 to Division store Hansi on 20/7/2021. On same day i.e 20/7/2021 after receiving 25KVA T/F from city S/Division Hansi, the transformer was fixed in the field of applicant and electricity connection was started. Due to some reasons, paper work got delayed which was completed on 30/7/2021 but electricity connection of applicant was started on 20/7/2021 only.

3. Shri Ram Kishan appeared before the Commission at 11.00 am on 17.11.2021 through video conferencing for further proceedings. He stated that in the case of complainant Maman Chand, transformer was burnt and there was waterlogging in the area. He informed the JE regarding the same, who then instructed the respondent to prepare estimate and replace the transformer. A query was put to him as to when the replacement transformer was provided by the Power Department, they why estimate was required. Sh. Manjeet, JE who was also present with him through video conferencing, informed that the same was on account of accounting. It was informed that there was only one conveyance which was not available and therefore, the consumer was asked to arrange a vehicle. When asked as to why vehicle was not taken on hire, the respondent replied that the Department doesn't reimburse the charges for hired vehicles. Also he joined on 15th July 2021 at the station and supply had also been started in time, the delay occurred was not intentional and caused due to unavoidable circumstances. He has furnished an undertaking of the complainant stating that his fields were waterlogged.

4. Looking at the entire circumstances of the matter, apologetic attitude of the respondent and taking into account the factors beyond the control of the respondent, I deem it fit to put the instant matter to rest. The suo moto is hereby filed.

