



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-80/Power | 1352

Dated 07.04.2022

Sh. Vikram Singh,
SDO(OP) Sub Division Safidon
E-mail: sdoopcitysafidon@dhbvn.org.in

Subject:- Orders regarding Suo-moto notice no. HRTSC/SM-80/Power/2022/0878 dated 08.03.2022.

I am directed to forward herewith a copy of the order dated 06.04.2022 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.



Endst. No. HRTSC/SM-80/Power | 1358 - 1359



(Sube Khan)

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

Dated: 07.04.2022

A copy of the above is forwarded to the following:

1. The Superintendent Engineer(OP), DHBVN, Gurugram-II, Haryana
2. Sh. Gurbax Rai Chawla (Complainant) for information.


(Sube Khan)

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



FINAL ORDERS

(In respect of Suo Moto Notice no.HRTSC/SM-80/Power/2022/0878 dated 08.03.22 issued to former SDO(OP)-South City, Gurugram-II-Sh.Vikram Singh)

1. Sh. Gurbax Rai Chawla R/o B-43, Vaastu apartment, Sector-55, near Sector 55/56 rapid Metro Station, Gurugram, Haryana had submitted a complaint to the Commission, vide an E-mail dated 16.09.2021, informing that on 27.08.21, electricity meter at his home had stopped displaying readings. He further informed that he had lodged a complaint with DHBVN but the same was closed on 07.09.21 without actual resolution. He also informed of his billing complaints previously made to DHBVN which were still unresolved. Taking the matter under notified services at serial no. 58(ii)- Meter Complaints and 62-Billing Complaints (under Department of Power), the Commission sought report from SE(OP)-Gurugram II-DHBVN vide letter no. HRTSC/Comp-61/Power/2021/1707 dated 04.10.2021 and a reminder letter vide letter no. HRTSC/Comp-61/Power/2021/2090 dated 09.11.2021, but no reply was received from the SE. It was only after a telephonic call was made that the reply was sent vide e-mail dated 07.12.2021 from SDO-South City. The reply informed that the meter of the complainant was changed on 16.09.21 by M/S L&T. Regarding the billing complaint, the reply informed that the meter of the complainant was changed in February, 2019 and then again replaced with a smart meter on 12.10.19, but during both the changes, the MCO was omitted to be entered in the system. Considering this admittance of neglect, a suo moto notice was issued to SE (OP)-Gurugram II-Sh.Pradeep K Chauhan to fix responsibility of delay and appear before the Commission on 20.01.22. Accordingly, SE(OP)-Gurugram II sent a reply on 11.01.22 and appeared for the hearing on 20.01.22 through VC. Regarding the delay in resolving the meter complaint, it was stated that the delay of few days was owing to shortage of meters with M/s L&T. SE(OP)-Gurugram II further informed that non entry of MCO in the first instance of change in February, 2019 was an omission on part of JE Sh. Vinod Kumar. A suo moto notice was thus issued to Sh. Vinod Kumar to ascertain the reasons for delay in delivery of notified service beyond the prescribed timelines and further to decide whether any action for imposition of penalty /recommendation of departmental action is called for. SE(OP)-Gurugram II also informed regarding supervisory lapse on part of then SDO(OP)- South City- Sh. Vikram Singh in ensuring that the MCOs were entered in the system. Sh. Vinod Kumar appeared before the Commission on 24.02.22 through VC. During the hearing, he confirmed the two omissions in entering the MCO in the system and also informed that he was only the JE of the sub division in October, 2019 when the omission on part of M/S L&T was committed. After considering all facts and

submissions, a penalty of Rs.2,000 was imposed on him, for his negligence leading to delay in delivery of a notified service. Additionally, a suo moto notice was issued

to Sh. Vikram Singh to explain the supervisory lapse on his part, due to which the two MCOs in February, 2019 and October, 2019 were not entered in the system. He was asked to submit his reply by 21.03.22 and appear before the Commission for hearing on 25.03.22.

2. Sh. Vikram Singh submitted a reply to the Commission on 24.03.22 and appeared for hearing through VC on 25.03.22. It was informed in his reply and re iterated by him during the hearing that he, in fact, took charge as SDO(OP)-South City on 16.11.20, which was post the dates of both the MCOs in question. He was asked to submit his joining report to confirm the same. Further, SE (OP) Gurugram-II was also asked to re verify the posting of SDO in South City Sub Division during the period in question. Sh. Vikram Singh mailed the asked for document on the same day, confirming that he joined as SDO-South City on 16.11.20. SE(OP)-Gurugram-II also wrote to the Commission on 29.03.22 informing that Sh. Vikas Yadav was posted as SDO(OP)-South City from 06.09.18 till 05.10.20, encompassing the period of both the MCOs.
3. In view of the submissions from Sh. Vikram Singh and latter confirmation from SE (OP)-Gurugram II, it is clear that he was not posted as SDO(OP)-South City during the material time. Hence, he cannot be held liable for the supervisory lapse and the suo moto notice against him is hereby filed with an advisory to SE(OP)-Gurugram II-Sh. Pradeep K. Chauhan to exercise utmost due diligence and attention before sending official communication. Incorrect, false and misleading information from his part was thus instrumental in issuance of unwarranted suo moto notice to the officer thereby wasting his time and also of the Commission. The Commission will now be issuing a suo moto notice to Sh. Vikas Yadav to explain the supervisory lapse on his part leading to non-entry of the two MCOs in the system and to ascertain if a penalty under the provisions of Haryana Right to Service Act, 2014 is warranted.

Dated: 6th April, 2022

