



No. HRTSC/File no148/SM-307/5583
To

Dated: 27.12.2022

1. Smt.Umita,
The then CA(OP) Sub Division(Electricity)- New Colony, Gurugram
(now CA(OP) S/Divn. CCC IDC, Gurugram)
2. Sh. Sattar Khan,
Executive Engineer-cum-SGRA(Electricity)
City Division DHBVN, Gurugram
3. Sh. Devender Atri,
The then SDO(OP)- New Colony(now SDO(OP)-Nuh)

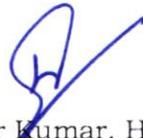
Subject:- Final order in respect of Appeals on AAS- Billing Complaint- Sh. Kulbhushan Sharma.

I am directed to forward herewith a copy of the order dated 26.12.2022 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




(Hitender Kumar, HCS)
Secretary
For Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in

Endst. No. HRTSC/File no.148/SM-307/5584

Dated: 27.12.2022

A copy of the above is forwarded to the following:

1. MD, DHBVN for information and compliance.
2. Sh. Kulbhushan Sharma(Appellant) for information.


(Hitender Kumar, HCS)
Secretary
For Haryana Right to Service Commission
E-mail: rtsc-hry@gov.in



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

Final Orders

(In respect of AAS Appeal no. AAS/115662 from Sh. Kulbhushan Sharma pertaining to Service- Billing Complaints, DHBVN)

1. Sh. Kulbhushan Sharma had submitted a complaint with DHBVN in June, 2022 informing that one of his complaints from May was still pending. The complaint cited that a previous payment made by him had not been adjusted and that an unusually high bill of Rs.85,443 had been generated. The complaint was eventually closed slightly outside RTS timeline by the Designated Officer-Commercial Assistant, New Colony sub division- stating- 'Site verification completed and bill rectified as soon as possible'. An appeal over AAS (Auto Appeal System) was raised with the FGRA, SDO-New Colony. While no action was taken on the appeal by the FGRA, when the appeal was escalated to the SGRA- XEN, City Division, Gurugram, it was closed without resolution, simply stating that the issue had arisen owing to non-updation of the MCO dated 20.06.2022 and will be rectified once details regarding the same are obtained from L&T. Taking cognizance of the issue as it is a notified service under Haryana Right to Service Act, 2014 at Sr. No.62, namely, complaint about consumer bills with notified timeline of 7 days, directions dated 28.09.22 were issued to the Designated Officer over AAS portal seeking report in the matter and a letter no.4149 dated 29.09.2022 was issued to the Sh. Sattar Khan, Executive Engineer-cum-SGRA (Electricity) City Division DHBVN, Gurugram, vide which, he was directed to explain why disciplinary action may not be recommended against him for neglect of duty under the Haryana Right to Service Act, 2014 as he had also closed the appeal without actual resolution. While the Designated Officer was asked to submit her reply within a week, the SGRA was asked to submit his explanation to the Commission by 13.10.2022. No report was received from the Designated Officer. XEN-Gurugram City replied vide letter dated 13.10.22. It informed that the details of MCO had eventually been obtained from L&T, the case was sent to CBO for overhauling on 03.10.22 and the overhauling now stood complete with an amount of Rs. 52,315 adjusted. Prima facie, it seemed that all this had been done only after cognizance of the case by the Commission. DO and SGRA should not have closed the complaint and appeal respectively without resolution. The FGRA did not even act on the appeal. A suo-moto notice was thus issued to Smt. Umita, the then CA(OP) Sub Division(Electricity)- New Colony, Gurugram (now CA(OP) S/Divn. CCC IDC, Gurugram) to ascertain the reasons for delay in delivery of a notified service beyond the prescribed timelines and to further decide as to why a penalty of Rs.20,000 may not be imposed upon her and a

