



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: HRSC-010004/31/2022 / 052

Dated: 03.01.2023

FINAL ORDER

To

1. The Executive Engineer-cum-
Second Grievance Redressal Authority
(Electricity)City Division
DHBVN, Gurugram (M) 09540954931
Email:- xenocitygurugram@dhbvn.org.in
2. The Sub Divisional Officer-cum-
First Grievance Redressal Authority,
Electricity, Kadipur
Gurugram, DHBVN
E-mail: sdoopkadipur@dhbvn.org.in
(M) 09540954934
3. The Commercial Assistant-cum-
Designated Officer, Electricity
Kadipur, Gurugram, DHBVN
O/o SDO, Kadipur
E-mail: sdoopkadipur@dhbvn.org.in
(M) 09540954934

Subject:- In respect of AAS Appeals no. AAS22/209635 of Akshay Jain for Billing complaints, DHBVN.

I am directed to forward herewith a copy of the Final order dated 02.01.2023 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance.



Skhan
(Sube Khan)

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

Endst. No. 053

Dated: 03.01.2023

A copy is forwarded to the Managing Director, DHBVN for information and necessary action please.

Skhan
(Sube Khan)

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



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FINAL ORDERS

(In respect of AAS Appeal no. AAS22/209635 of Akshay Jain for Billing Complaints, DHBVN)

1. The Commission had received an appeal over AAS (Auto Appeal System) with the following details:

Sr. No.	Service Name	Application Ref. Id. (Submit Date)	Applicant Name & Reference ID	RTS Due Date	DO	FGRA	SGRA
1	Billing Complaints	AAS22/209635 05.08.2022	Akshay Jain & CMPG14000488978	19/08/2022	CA Kadipur	SDO - Kadipur	XEN -City Gurugram Division

The complainant's issue was simply that he hadn't received any bill post April, 2022. The RTS due date of the complaint was 19.08.22. Commercial Assistant, Kadipur Subdivision (Designated Officer) closed it on 30.08.22 with remarks that the same has been sent to the concerned JE to check the status of the matter. The First Grievance Redressal Authority (SDO, Kadipur) did not take any action on the appeal. The Second Grievance Redressal Authority (XEN, City Gurugram) closed the appeal with orders informing of a bill amount till August having been issued but hadn't attached any bill. On calling the appellant, he informed that he had not received any bill even as on 29.11.22. Therefore, a notice dated 12.12.22 under Section 17(1)(h) of the Haryana Right to Service Act, 2014 was issued to CA-Kadipur to explain why a penalty of Rs. 20,000 may not be imposed on him and a compensation of Rs. 5,000 may not be awarded to the appellant for his closure of the complaint without resolution and consequent delay in delivery of a notified service. A notice dated 12.12.22 under Section 17(1)(d) was also issued to SDO, Kadipur to explain why disciplinary action may not be recommended against him for not acting on the AAS appeal while it lay in his log in ID for 30 working days and thus breaching his duties under HRTSA, 2014. A letter dated 12.12.22 was also issued to XEN, City Gurugram to explain why the claim of the complainant was contradicting his orders on AAS. CA, Kadipur and SDO, Kadipur were asked to submit their replies by 26.10.22, failing which they were asked to appear before the Commission on 28.12.22. XEN, City Gurugram was directed to submit his reply by 27.12.22.

2. Replies from neither of the three officers was received by the stipulated timelines and hence, hearing in this case was done on 28.12.22. SDO, Kadipur, Sh. Vipin Yadav appeared for the hearing before the Commission on 28.12.22 through VC. On being asked why a simple matter of issuance of bill had not been resolved yet, he stated that they are facing some technical issue in creating the case of the complainant's account. He further stated that on the advice of the CBO, they had raised a ticket as well. He also stated that the sub-division has not had a CA posted for the last 2-3 months. He was told that a technical issue not getting resolved for almost 5 months is a major lapse and indicates a lack of seriousness in resolving complainant issues. Sh. Sattar Khan, XEN, City Gurugram was also called