



HRTSC/ File no. 139/SM- 325 / 200

Dated: 16 .01.2023

To

1. Sh. Ranbir Deswal,  
XEN (OP) Division UHBVN, Samalkha
2. Sh. Rajesh Rawal,  
JE, Thermal, Panipat
3. Sh. Brijbhushan,  
The then CA (through SDO(OP) S/Divn., UHBVN, Samalkha)
4. Sh. Amarjeet,  
DEO (through SDO(OP) S/Divn., UHBVN, Samalkha)


**Subject: - Final order regarding Suo-moto notice in case of Sh. Jasbir Singh on basis of monthly report of UHBVN Dept. for month of Aug-Nov,2021.**

I am directed to forward herewith a copy of the order dated 12.01.2023 passed by Sh. T.C. Gupta, Chief Commissioner, Haryana Right to Service Commission, Chandigarh in respect of above case for information and compliance.

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

Encl: as above.

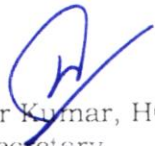


  
(Hitender Kumar, HCS)  
Secretary  
For Haryana Right to Service Commission  
E-mail: [rtsc-hry@gov.in](mailto:rtsc-hry@gov.in)

Endst. No. HRTSC/File no.139/SM-325 / 201

Dated: 16 .01.2023

A copy of the above is forwarded to MD,UHBVN for information and compliance.

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



**HARYANA RIGHT TO SERVICE COMMISSION**  
**S.C.O. No. 38 & 39 (2<sup>nd</sup> FLOOR), SECTOR 17-A, CHANDIGARH-160017**  
**Website: [www.haryana-rtsc.gov.in](http://www.haryana-rtsc.gov.in) Telephone: 0172-2711050**

**FINAL ORDERS**

**(In respect of case no. HRTSC/File No-139/SM-325/5194 dated 01.12.22 against Sh. Rajesh Rawal, JE, UHBVN)**

1. On perusal of the October, 2021 monthly report of UHBVN, it was observed by the Commission that a meter complaint vide complaint no. CMPP22000485869 registered by Sh. Jasbir Singh on 30.10.21 had been delayed. The complainant had stated in his complaint that a wrong MCO had been registered against his account. A report dated 29.06.22 received from the UHBVN HQ on Commission's query informed that the issue was pending for resolution even then. On further follow-up by the Commission, UHBVN HQ resolved the matter and shared a report dated 28.09.22 from XEN, Samalkha addressed to SE, Monitoring. It informed of the resolution of the issue, had the satisfaction letter from the complainant attached and also stated that Data Entry Operator Sh. Amarjeet was responsible for the delayed dealing of the case. To get clarification of lapses, Sh. Amarjeet and the concerned SDO, Samalkha were called for a hearing before the Commission on 27.10.22. Sh. Amarjeet appeared for the hearing on 27.10.22 through VC. SDO, Barauli appeared on behalf of SDO, Samalkha, with the latter on leave. On being asked about the wrong MCO, Sh. Amarjeet stated that the same had been affected by the concerned JE. For the billing complaint too, he alleged that another Commercial Assistant was responsible. On being asked as to why XEN, Samalkha had pinned him for the lapses, he could not provide a clear answer. SDO, Barauli was asked to look into the matter and share two names with the Commission- name of the official responsible for the wrong MCO and the one responsible for delayed dealing of the meter complaint. A report dated 28.10.22 signed by SDO, Samalkha informed that Sh. Rajesh Rawal, JE was responsible for effecting the wrong MCO. Thus, a suo-moto notice was issued to Sh. Rajesh Rawal, JE, Panipat for wrongful delivery of a service notified under Haryana Right to Service Act, 2014, and causing inconvenience to the citizen to ascertain the reasons for the lapse and to decide as to why a penalty of Rs.20,000 may not be imposed upon him and a compensation of Rs.5,000 may not be paid to the applicant in this case for his act of omission. He was asked to submit his reply by 12.12.22 and appear before the Commission for a hearing on 14.12.22.

2. Sh. Rajesh Rawal shared his reply vide letter dated 12.12.22. It informed that during the material period, meter replacement work was going on at mass level through an external agency. The wrong MCO under question was also effected by them. It stated that on receiving the complaint from the complainant, he visited the site and submitted a Site Verification Report to the concerned CA Sh.

