



HVPN POWER TRAINING INSTITUTE

Director Principal HPTI,
HPTI Complex, Sector-26, Panchkula.

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To

1. The Chief Engineer/Admn.,
HVPNL, Panchkula.
2. The Chief Engineer/Admn.,
HPGCL, Panchkula.
3. The Chief Electrical Inspector, Govt. of Haryana, SCO NO 117-118, Top Floor, Sector
17-B, Chandigarh-160017 Phone: 0172 2704090, E Mail: cei_goh@yahoo.com

Memo No. Ch. 21/HPTI-292/Vol-XI

Dated: 01.05.2023

Sub: Disposal of appeals raised with First Grievance Redressal Authorities (FGRAs) and Second Grievance Redressal Authorities (SGRAs) on Auto Appeal System (AAS).

Please refer to subject cited matter.


In this context, it is intimated that the Secretary (Energy) vide note dated 15.03.2023 (**Copy enclosed**) enclosing a DO letter from Chief Commissioner, Haryana Right to Service Commission Chandigarh regarding disposal of appeals raised with First Grievances Redressal Authorities (FGRAs), Second Grievances Redressal Authorities (SGRAs) on Auto Appeal System (AAS) has directed to hold sensitization/training sessions of all the Designated Officers, FGRAs & SGRAs in a systematic & planned way and to make a calendar and get it approved from the competent authority and start the trainings straightaway.

Accordingly, HPTI has also started the training program on Auto Appeal System (AAS) for the officers/officials of DISCOM'S at every circle level fortnightly every month. HPTI has imparted training on the subject of AAS to CAs/JEs/AEs/AEEs/XENs of Narnaul Operation Circle, DHBVN and Kaithal Operation Circle, UHBVN on 13.04.2023 and 28.04.2023 respectively and this will continue every month.

As desired by Worthy Secretary (Energy), It is requested that the training module (PPT) of Auto Appeal System (AAS) may be uploaded on your respective website. HPTI has also uploaded the same on HPTI website i.e. hpti.org.in for information of all employees and public.

This issues with the approval of Director Principal, HPTI, Panchkula.

DA: As above


SE-cum-Vice Principal
HPTI, Panchkula.

CC:

1. Superintending Engineer/IT, HVPNL, Panchkula.
2. Superintending Engineer /IT, HPGCL, Panchkula.
3. SPS to President, HPTI-cum-Managing Director, HVPNL, Panchkula for kind information of President, HPTI-cum-Managing Director, HVPNL, Panchkula.
4. SPS to President, HPTI-cum-Managing Director, HPGCL, Panchkula for kind information of President, HPTI-cum-Managing Director, HPGCL, Panchkula.
5. PA to Director Principal, HPTI for kind information of Director Principal, HPTI, Panchkula.



Dated 10th March '23

Sub: Disposal of appeals raised with First Grievance Redressal Authorities (FGRAs) and Second Grievance Redressal Authorities (SGRAs) on Auto Appeal System (AAS).

Dear Shri V. Umashankar,

This is with reference to Commission's earlier letter No. HRTSC/AAS/1015 dated 14.03.2022 addressed to MD, DHBVN and No. HRTSC/AAS/1012 dated 14.03.2022 addressed to MD, UHBVN with a copy to ACS, Power regarding monitoring of delivery of services through AAS (copies enclosed for ready reference).

2. As you are aware that 25 number of notified services each of DHBVN and UHBVN have been on-boarded on Auto Appeal System where in case of failure of the designated officers to deliver the services in notified time, appeals are automatically raised to the FGRAs and on their failure to take action on these appeals within 30 working days, appeals are raised with SGRAs. In case of failure of SGRAs to take action on these appeals within 30 working days, the appeals are raised with the Commission. I am sorry to bring to your notice that while the total number of appeals raised in respect of DHBVN as on 09.03.2023 is 44,596, in 2,151 cases, the appeals are still in process. In respect of UHBVN, total number of appeals raised as on 09.03.2023 is 15,721 and in 525 cases, the appeals are still in process. This is quite a huge number and indicates that large number of designated officers are not delivering the notified services in time because of which, these appeals are being generated. Recently, the Commission held a meeting with MDs of both the Discoms on 16.02.2023 when this issue has also been discussed and it is satisfying to note that both the MDs were found to be earnest in taking requisite action for delivery of notified service in time.

3. For the failure on the part of Designated Officers/FGRAs/SGRAs to take action in accordance with the provision of Act, the Commission had to issue *suo moto* notices under Section 17(1)(d) and 17(1)(h) of the Haryana Right to Service Act, 2014 to many SDOs/XENs/SEs etc. as to why disciplinary proceedings should not be recommend against them or penalty may not be imposed on them. These proceedings are separately taking place where appropriate decisions will be taken. However, to prevent occurrence of such situations in future, you are once again requested to hold sensitization / training session(s) of all the Designated Officers, FGRAs, SGRAs of your Department and ensure that notified services are delivered in time by reviewing it at least on weekly basis.

With regards,

Encl: as above

Yours sincerely,

(T.C. Gupta)

✓ Shri V. Umashankar, IAS
Principal Secretary to Govt. Haryana,
Energy Department,
Chandigarh.

P. S. Energy

MD/UHBVN

MD/DHBVN

- CC: 1. Chief Principal Secretary to Chief Minister for kind information of Hon'ble Chief Minister.
2. Chief Secretary to Govt. Haryana with the request to direct the Administrative Secretaries to review delivery of notified services at least once in a week.



HARYANA RIGHT TO SERVICE COMMISSION

S.C.O. No. 38 & 39 (2nd FLOOR), SECTOR 17-A, CHANDIGARH-160017

E-mail: rsc-hry@gov.in Telephone: 0172-2711050

No. HRTSC/AAS/1012-

Dated: 14.03.22

The Managing Director,
Uttar Haryana Bijli Vitran Nigam Ltd.
Sector 6, Panchkula.

Sub:- Monitoring of delivery of services through Auto Appeal System (AAS).

Sir,

As you are well aware that a historical step was taken by Haryana Right to Service Commission when it got launched Auto Appeal System (AAS) on 1st September, 2021 by Hon'ble Chief Minister and 12 services (15 including sub-services) of your organization have been on boarded till date. The status of appeals of your organization as on 10.03.2022 on AAS is enclosed. It is evident from the enclosed statement that large number of First Appeals have been filed with FGRAs (Total 4835) who did not dispose them in time because of which, huge number of applications were escalated to the SGRAs (Total 1053) and in some cases, appeals have been escalated even to the Commission which shows that the appeals filed with FGRAs are not being monitored properly. The issue has been considered by the Commission and I have been directed to convey the following:-

- (i) You are requested to monitor the appeals filed on AAS, if not on daily basis, then at least on weekly basis;
- (ii) For appeals filed on AAS, review may be done with the concerned Designated Officers to ascertain the reasons for delay and action be taken against them in case the reasons for delays are not satisfactory;
- (iii) Please train the FGRAs and SGRAs and ensure that FGRAs take timely action so that the appeals are not escalated to SGRAs or to the Commission;
- (iv) While 26 services of your organization are notified, only 12 services (15 including sub-services) are on boarded till date. The Hon'ble Chief Minister in the meeting held under his Chairmanship on 24.11.2021 had directed all the Departments to on-board all the services by 25.12.2021 which had been emphasized by the PSEIT vide his letter dated No. Admn/268/1SIT/16834 dated 04.01.2022 and also by CS, Haryana in the meeting held on 15.02.2022 with the Administrative Secretaries. You are requested to on-board the balance services at the earliest.

Thanking you,

Yours sincerely,

(Sube Khan)

Under Secretary

For Chief Commissioner, HRTSC

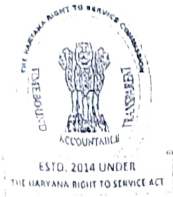
Encl: as above. 1013, 1014

CC: A copy is forwarded to the following for information and necessary action:-

- i) Additional Chief Secretary to Govt. Haryana, Power Department.
- ii) Chief Secretary, Haryana.

SUBE KHAN

Under Secretary-cum-Registrar
Haryana Right to Service Commission



No. HRTSC/AAS/1015

Dated: 14.03.22

The Managing Director,
Dakshin Haryana Bijli Vitran Nigam Ltd.
Hisar.

Sub:- Monitoring of delivery of services through Auto Appeal System (AAS).

Sir,

As you are well aware that a historical step was taken by Haryana Right to Service Commission when it got launched Auto Appeal System (AAS) on 1st September, 2021 by Hon'ble Chief Minister and 8 services (12 including sub-services) of your organization have been on boarded till date. The status of appeals of your organization as on 10.03.2022 on AAS is enclosed. It is evident from the enclosed statement that large number of First Appeals have been filed with FGRAs (Total 8898) who did not dispose of them in time because of which, huge number of applications were escalated to the SGRAs (Total 3550) and in some cases, appeals have been escalated even to the Commission which shows that the appeals filed with FGRAs are not being monitored properly. The issue has been considered by the Commission and I have been directed to convey the following:-

- (i) You are requested to monitor the appeals filed on AAS, if not on daily basis, then at least on weekly basis;
- (ii) For appeals filed on AAS, review may be done with the concerned Designated Officers to ascertain the reasons for delay and action be taken against them in case the reasons for delays are not satisfactory;
- (iii) Please train the FGRAs and SGRAs and ensure that FGRAs take timely action so that the appeals are not escalated to SGRAs or to the Commission;
- (iv) While 26 services of your organization are notified, only 8 services (12 including sub-services) services are on boarded till date. The Hon'ble Chief Minister in the meeting held under his Chairmanship on 24.11.2021 had directed all the Departments to on-board all the services by 25.12.2021 which had been emphasized by the PSEIT vide his letter dated No. Admn/268/1SIT/16834 dated 04.01.2022 and also by CS, Haryana in the meeting held on 15.02.2022 with the Administrative Secretaries. You are requested to on-board the balance services at the earliest.

Thanking you,

Yours sincerely,

(Sube Khan)

Under Secretary

For Chief Commissioner, HRTSC

Encl: as above. 1016/1017

CC: A copy is forwarded to the following for information and necessary action:-

- i) Additional Chief Secretary to Govt. Haryana, Power Department.
- ii) Chief Secretary, Haryana.

SUBE KHAN

Under Secretary-cum-Registrar
Haryana Right to Service Commission

Auto Appeal System (AAS)

Agenda

- RTS Act, 2014
- Services on SARAL & RTS
- Accessing the AAS Portal
- Pending Appeals
- Action to be taken

RTS Act, 2014

Right To Service Act, 2014

- RTS act was notified on 22.03.2014 to ensure delivery of Online services to citizens within the notified time limits.
- An eligible person shall make a duly filled in application to the Designated Person for obtaining any service.
- The Designated Officer shall provide the service to the eligible person or reject the application within the notified time limit, and in case of rejection of application, shall record the reasons in writing and intimate the same to the applicant.
- It shall be mandatory for applicant to give his mobile number while submitting the applications through online mode.
- Notified time limit shall start from the date when requisite complete application for notified service is received by the Designated officers

Modes to apply for Online Services

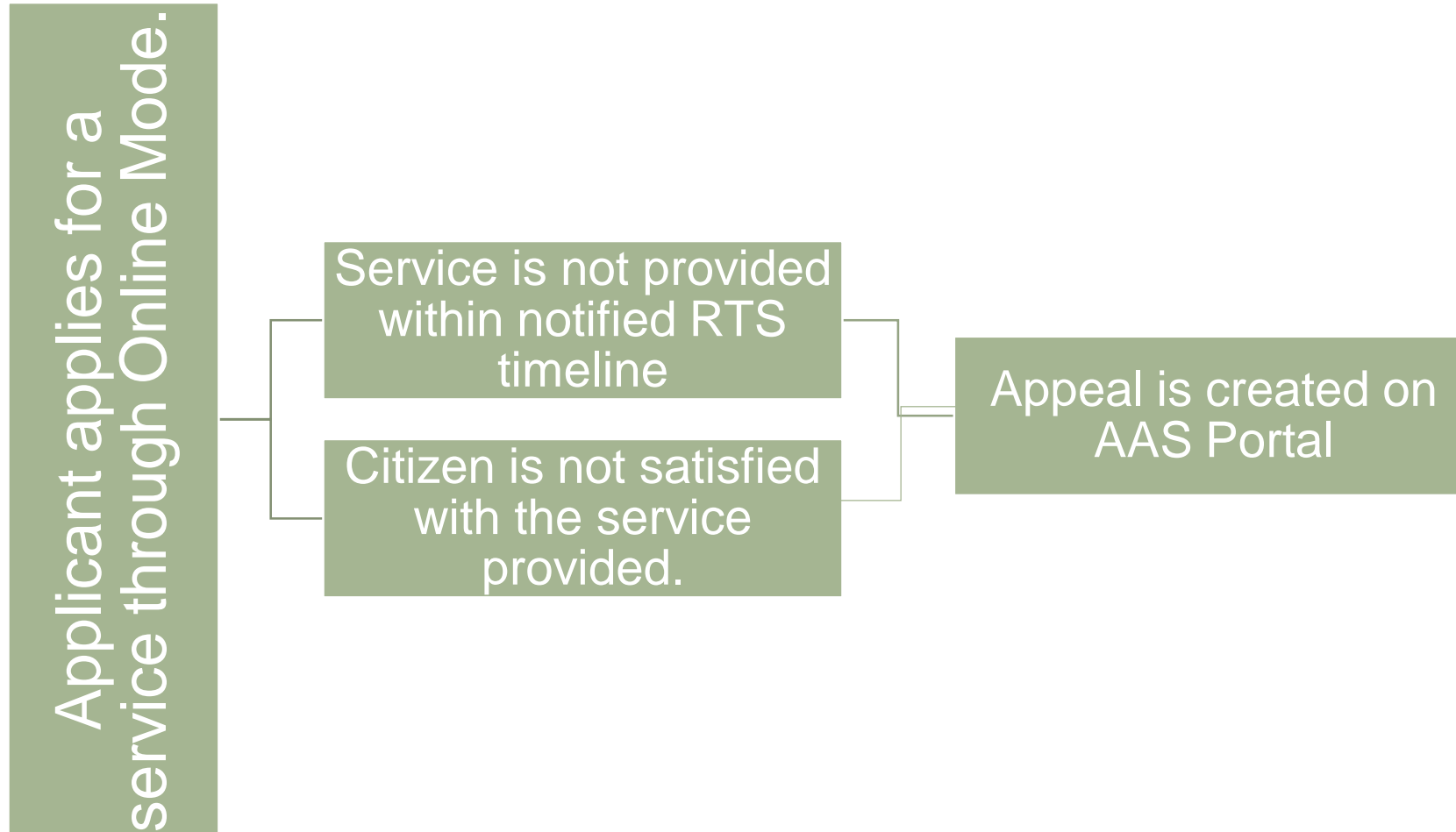
Through
Department
Portals

Antyodaya
Saral Portal

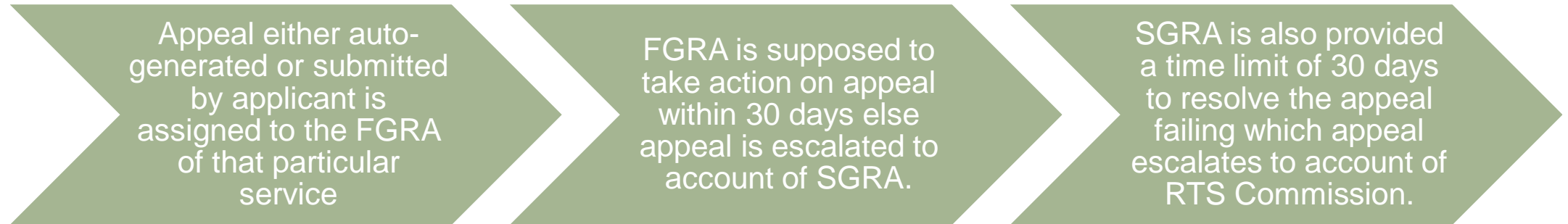
Calling @
1912 toll
free number

WhatsApp @
8813999708

Generation of Appeals on AAS



Process Flow of Appeals in AAS



Services on
SARAL & RTS

Service wise Designated Officers, 1st and 2nd Grievance Redressal Authority

Sr. No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	1st Grievance Redressal Authority	2nd Grievance Redressal Authority
50	Normal fuse off call	Cities and Town- Within 4 hours	Concerned Lineman/Complaint center in charge of the shift	JE [In charge]	SDO[OP]
		Rural Area-Within 16 hours	Concerned Lineman/Complaint center in charge of the shift	JE [In charge]	SDO[OP]
51	Overhead line breakdowns	Cities and Town- Within 8 hours	JE [In charge]	SDO[OP]	XEN[OP]
		Rural Area-Within 16 hours	JE [In charge]	SDO[OP]	XEN[OP]
52	Overhead line breakdowns due to breakage of poles	Cities and Town- Within 24 hours	JE [In charge]	SDO[OP]	XEN[OP]
		Rural Area-Within 48 hours	JE [In charge]	SDO[OP]	XEN[OP]

Service wise Designated Officers, 1st and 2nd Grievance Redressal Authority

Sr. No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	1st Grievance Redressal Authority	2nd Grievance Redressal Authority
53	Underground cables breakdown	Cities and Town- Within 48 hours	JE [In charge]	SDO[OP]	XEN[OP]
		Rural Area-Within 48 hours	JE [In charge]	SDO[OP]	XEN[OP]
54	Distribution Transformer failure	Cities and Town- Within 24 hours	JE [In charge]	SDO[OP]	XEN[OP]
		Rural Area-Within 48 hours	JE [In charge]	SDO[OP]	XEN[OP]
55	Major Power failure involving power transformer/equipment	7 days alternate arrangement to restore the supply in the affected area to be within 24 hours.	XEN[OP] and Construction Wing	SE[OP]	CE[OP]
56	Period of schedule outage a)Maximum duration in a single stretch	Not to exceed 8 hours in any day	JE [In charge]	SDO[OP]	XEN[OP]
	b)Restoration supply	By 6 PM on any day	JE [In charge]	SDO[OP]	XEN[OP]

Service wise Designated Officers, 1st and 2nd Grievance Redressal Authority

Sr. No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	1st Grievance Redressal Authority	2nd Grievance Redressal Authority
57	Voltage Fluctuation with no expansion/ enhancement of network involved	Cities and Town- Within 4 hours	JE [In charge]	SDO[OP]	XEN[OP]
		Rural Area-Within 8 hours	JE [In charge]	SDO[OP]	XEN[OP]
58	Meter Complaints 1)Inspect and check correctness	Within 7 days of receipt of Meter testing fee	JE [In charge]	SDO[OP]	XEN[OP]
	2)Replace slow/fast meters/Creeping/stuck/ defective	Within 7 days of its being established on checking	JE [In charge]	SDO[OP]	XEN[OP]
	3)Replace burnt meters if cause not attributable to consumer.	Within 7 days of receipt of complaint	JE [In charge]	SDO[OP]	XEN[OP]
	4)Replace burnt meters in all other cases	Within 24 hours of payment of charges by consumers	JE [In charge]	SDO[OP]	XEN[OP]

Service wise Designated Officers, 1st and 2nd Grievance Redressal Authority

Sr. No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	1st Grievance Redressal Authority	2nd Grievance Redressal Authority
59	Release of new connection/additional load/demand a)Release of connection where service is feasible from existing network	Within 30 days from receipt of complete application charge and documents	SDO[OP]	XEN[OP]	SE[OP]
	b)Release of connection where network expansion/enhancement required for providing connection [Except Agricultural] 1)For LT Connections	Within 30 days from receipt of complete application charges and documents	SDO[OP]	XEN[OP]	SE[OP]

Service wise Designated Officers, 1st and 2nd Grievance Redressal Authority

Sr. No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	1st Grievance Redressal Authority	2nd Grievance Redressal Authority
59	2)For 11 KV Connections	Within 71 days from receipt of complete application charges & document	SDO[OP]	XEN[OP]	SE[OP]
	3)For 33 KV Connections	Within 97 days from receipt of complete application, charges & document	XEN[OP]	SE[OP]	CE[OP]
	4) Above 33 KV level connections	Within 167 days from receipt of complete application, charges & document	XEN[OP]	SE[OP]	CE[OP]

Service wise Designated Officers, 1st and 2nd Grievance Redressal Authority

Sr. No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	1st Grievance Redressal Authority	2nd Grievance Redressal Authority
60	Transfer of title and conversion of services a) Transfer of title and/or change of category	Within 7 days from receipt of complete in all respect	SDO[OP]	XEN[OP]	SE[OP]
	b) Conversion of LT single phase to LT three phase or vice versa	Within 30 days from the date of payment charges	JE [In charge]	SDO[OP]	XEN[OP]
	c) Conversion of LT to HT or vice-versa	Within 30 days from the date of payment charges	JE [In charge]	SDO[OP]	XEN[OP]
	d) Conversion of HT to EHT or vice-versa	Within 30 days from the date of payment charges	JE [In charge]	SDO[OP]	XEN[OP]

Service wise Designated Officers, 1st and 2nd Grievance Redressal Authority

Sr. No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	1st Grievance Redressal Authority	2nd Grievance Redressal Authority
61	Shifting of meter service connection and other services (1) Shifting of meter /service connection	Within 15 days after receipt of request along with prescribed charges	JE [In charge]	SDO[OP]	XEN[OP]
	(2) Shifting of LT/HT lines up to 11 KV	Within 45 days after receipt of request along with prescribed charges	SDO[OP]	XEN[OP]	SE[OP]
	(3) Shifting of HT Line exceeding 11KV	Within 45 days after receipt of request along with prescribed charges	SDO[OP]	XEN[OP]	SE[OP]
	(4) Shifting of Transformer	Within 60 days after receipt of request along with prescribed charges	SDO[OP]	XEN[OP]	SE[OP]

Service wise Designated Officers, 1st and 2nd Grievance Redressal Authority

Sr. No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	1st Grievance Redressal Authority	2nd Grievance Redressal Authority
62	Complaint about consumers bill and restoration of supply Resolution of complaints on disputed electricity bills	1) Within 24 hours of receipt of complaints if no additional information is required	Commercial Assistant(CA)	SDO[OP]	XEN[OP]
		2) Within 7 days of receipt of complaints if additional information is required	Commercial Assistant(CA)	SDO[OP]	XEN[OP]
63	Reconnection of supply following disconnection due to non-payment of bills	1) Cities and Towns within 6 hours of receipt of payment from consumer	JE [In charge]	SDO[OP]	XEN[OP]
		2) Rural area within 12 hours of receipt of payment from consumers	JE [In charge]	SDO[OP]	XEN[OP]

Objectives of AAS

- Timely delivery of Services.
- Ease of living to applicants.
- Reduction in litigation.
- Capturing of 'Happiness index' through citizen feedback.
- State going into an appeal on its own accord before its own officers for citizen's service delivery.
- Checking of red-tapism.

Accessing the AAS Portal

Click to Proceed As -



First Grievance Redressal Authority
1 Location(s)



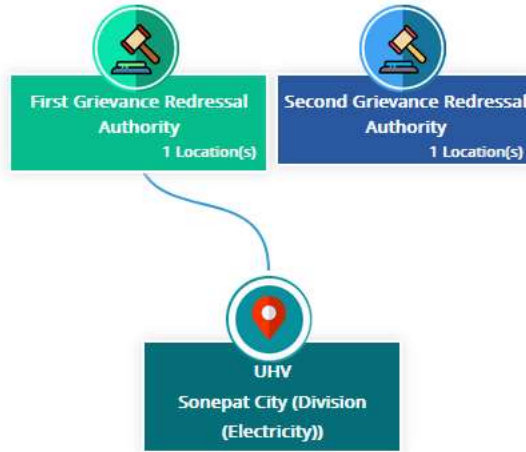
Second Grievance Redressal Authority
1 Location(s)



Auto Appeal System (AAS)

Open Menu

Click to Proceed As -





Auto Appeal System (AAS)

Authority : First Grievance Redressal Authority , UHV / Sonapat City (Division (Electricity))

My Services/Schemes | Welcome - Sh. Yashbir Singh, XEN

APPEALS



Appeal Details	Appellant/DO	Source
AAS23/545412 22 Mar 2023	VANESA COSMETICS PRIVATE LIMITED SDO, SubDivision (Electricity)-KUNDLI	AutoAppeal
AAS23/553117 28 Mar 2023	SACHIN SDO, SubDivision (Electricity)-MODEL TOWN	Applicant (File through Self)
AAS23/569600 13 Apr 2023	PREM SINGH SDO, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal
AAS23/571108 14 Apr 2023	KOHINOOR LIFE STYLE PVT LTD SDO, SubDivision (Electricity)-KUNDLI	AutoAppeal
AAS23/574176 19 Apr 2023	ASHOK KUMAR AGGARWAL SDO, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal

Showing 1 to 5 of 5 entries

Previous 1 Next

This is account as displayed at end of FGRA

Actions available at end of FGRA

Details of the Appeal

Appeal Ref Id RTS Due Dt.	AAS23/545412 Dt. 22 Mar 2023 21 Mar 2023	App. Ref. No. Track Status on	S14-1222-64 Dt. 08 Dec 2022 Saral Tracker Department Portal
Department	Uttar Haryana Bijli Vitran Nigam-UHBVN	Service	Application for Enhancement of Load - 11 KV [RTS - 71 Day]
Appeal Reason	RTS Breach	Last Action	Appeal Submitted On 22 Mar 2023 by AutoAppeal
Application status at the time of appeal submission	Issue of Demand Notice	Application Remarks	Load has been sanctioned

22 Mar 2023 08 May 2023

0 17 30

Progress Bar to check time available to address the appeal
Next Hearing Dt.

Details

Appellant/Respondent Details

Action History

Appeal No. UHV/A1/108/XEN/23/68

Appellant/Respondent Details

+ Add additional respondent

Action

Action*

- Select Action
- Select Action
- Appeal Resolved
- Call for Hearing
- Dismiss Appeal
- Issue Direction

View & Upload Reply

Set Hearing Date*

Set Hearing Time*

Download template

Browse...

Submit



Auto Appeal System (AAS)

Authority : Second Grievance Redressal Authority , UHV / Sonapat City (Division (Electricity))

My Services/Schemes | Welcome - Sh. Yashbir Singh, XEN

APPEALS

Appeal Details	Appellant/DO	Source
AAS22/340112 21 Jan 2023	DHARAM VATI JE, SubDivision (Electricity)-RAI	AutoAppeal
AAS22/340113 21 Jan 2023	RAMRATTAN JE, SubDivision (Electricity)-RAI	AutoAppeal
AAS22/340188 21 Jan 2023	KALU RAM JE, SubDivision (Electricity)-RAI	AutoAppeal
AAS22/350795 01 Feb 2023	SMT SANTOSH W O SH RAGHBIR JE, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal
AAS22/350831 01 Feb 2023	SAROJ RANI JE, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal
AAS22/349895 01 Feb 2023	DHARAM SINGH JE, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal
AAS22/349896 01 Feb 2023	anil kumar JE, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal
AAS22/349898 01 Feb 2023	ANIL JE, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal
AAS22/349906 01 Feb 2023	ASHOK KUMAR JE, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal
AAS22/349970 01 Feb 2023	NARENDER KUMAR CA, SubDivision (Electricity)-INDUSTRIAL	AutoAppeal

Showing 1 to 10 of 38 entries

Previous **1** 2 3 4 Next

This is account as displayed at end of SGRA

Appeal Ref Id RTS Due Dt.	AAS22/340112 Dt. 21 Jan 2023 08 Dec 2022	App. Ref. No. Track Status on	CMPS15000644771 Dt. 29 Nov 2022 Saral Tracker
Department	Uttar Haryana Bijli Vitran Nigam-UHBVN	Service	Meter Complaint - Replace slow/fast/meters/Creeping or stuck meters [RTS - 7 Day]
Appeal Reason	RTS Breach	Last Action	Direction Issued On 14 Feb 2023 by Second Grievance Redressal Authority
Application status at the time of appeal submission	Work in Progress	Application Remarks	Work in progress

21 Jan 2023 06 Mar 2023

0 30

Details

Appellant/Respondent Details | **Action History** | Appeal No. UHV/A2/108/XEN/23/1 | Next Hearing Dt.

Appellant/Respondent Details

+ Add additional respondent

Action

Action*

Set Hearing Date* Set Hearing Time*

Order*

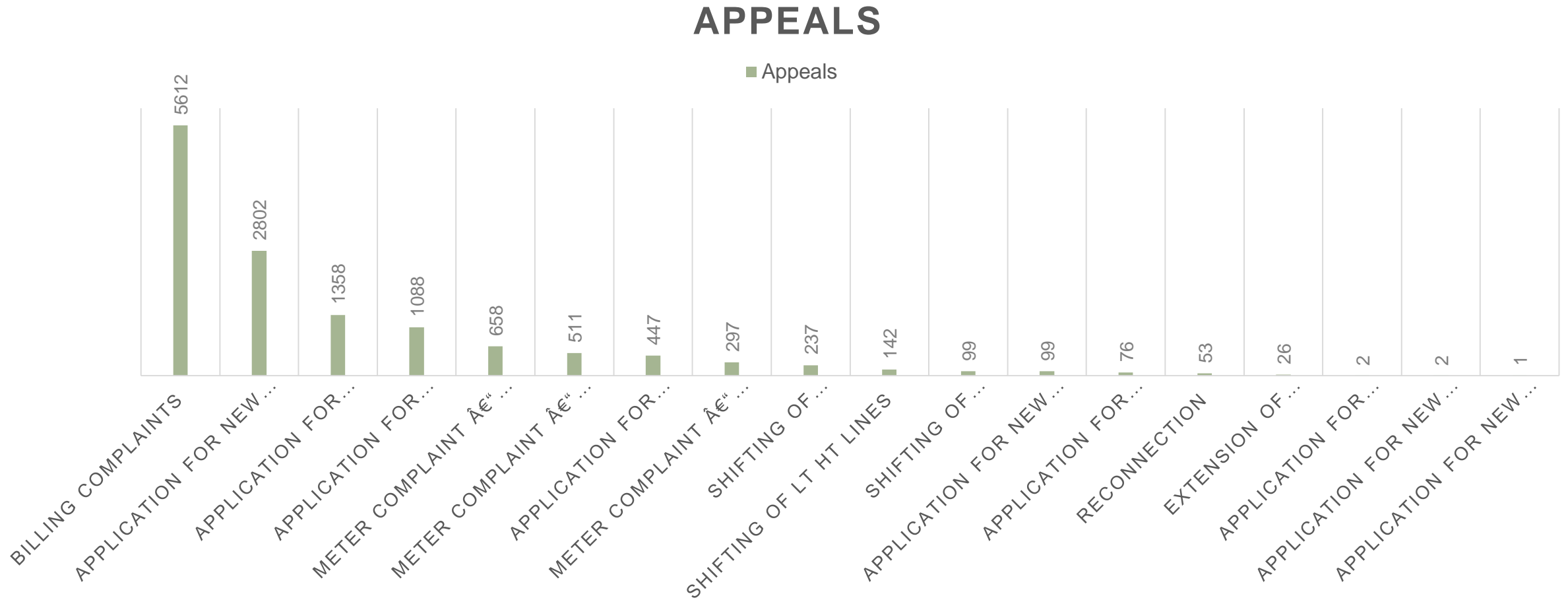
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- Select Action
- Call for Hearing
- Dismiss Appeal
- Final Judgement
- Interim Order
- Issue Direction

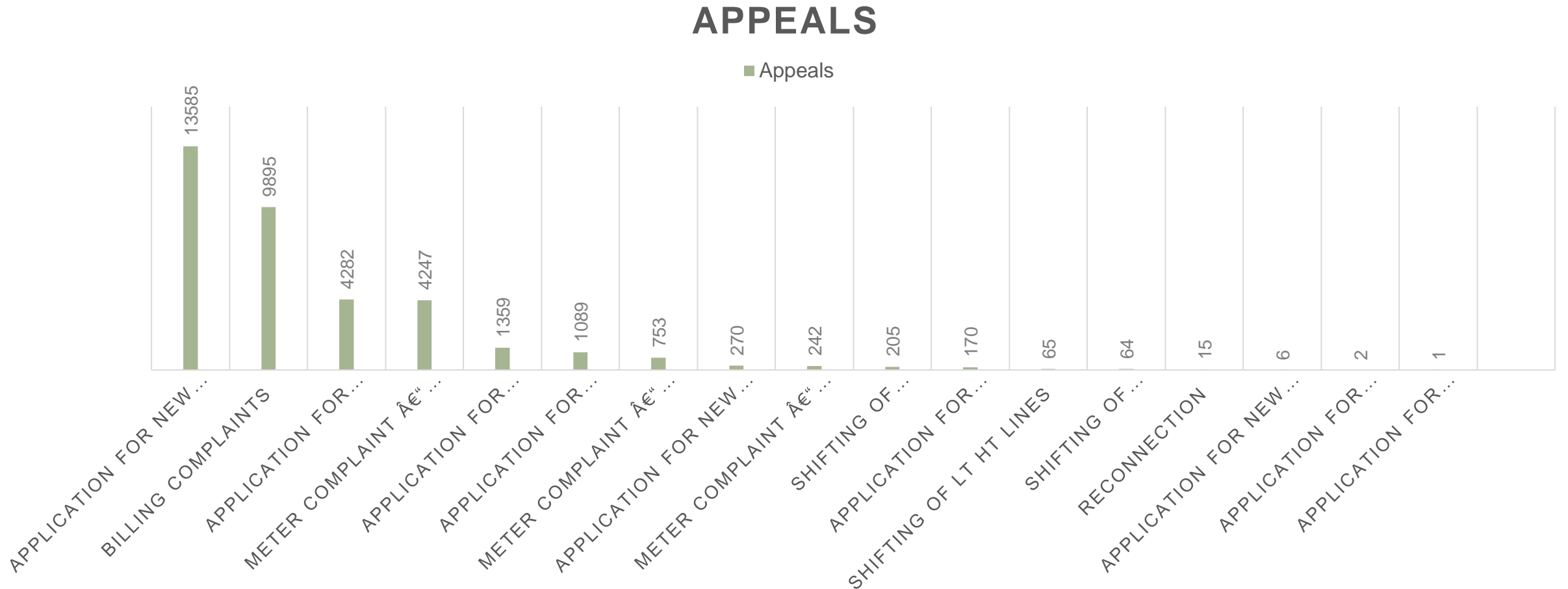
Actions available at end of SGRA

Pending Appeals

Service Wise Appeals received on AAS - UHBVN



Service Wise Appeals received on AAS - DHBVN



District Wise Abstract of Billing Complaints as on 31.03.2023-UHBVN

Sr. No.	District	No. of Appeals	Escalated to SGRA	Escalated to RTSC
1	SONIPAT	1528	460	0
2	PANIPAT	965	147	8
3	ROHTAK	620	355	0
4	PANCHKULA	410	147	4
5	YAMUNANAGAR	378	145	1
6	KAITHAL	386	154	10
7	KARNAL	365	55	27
8	AMBALA	353	146	0
9	KURUKSHETRA	277	51	0
10	JHAJJAR	255	57	0

District Wise Abstract of New Electricity Connection –LT as on 31.03.2023 -UHBVN

Sr. No.	District	No. of Appeals	Escalated to SGRA
1	Sonepat	612	54
2	Yamunanagar	430	1
3	Jhajjar	332	9
4	Panipat	323	4
5	Rohtak	259	2
6	Kaithal	235	24
7	Kurukshetra	171	7
8	Ambala	131	26
9	Panchkula	110	26
10	Karnal	103	4

District Wise Abstract of Application for Transfer of Title & Conversion of Services as on 31.03.2023-UHBVN

Sr. No.	District	No. of Appeals	Escalated to SGRA
1	Sonepat	273	48
2	Jhajjar	206	29
3	Kaithal	179	13
4	Panipat	164	13
5	Rohtak	139	11
6	Kurukshetra	116	11
7	Panchkula	104	11
8	Yamunanagar	66	3
9	Ambala	40	7
10	Karnal	41	2

District Wise Abstract of Reduction of Electricity Load as on 31.03.2023-UHBN

Sr. No.	District	No. of Appeals	Escalated to SGRA
1	Sonepat	267	50
2	Rohtak	149	9
3	Jhajjar	135	3
4	Panipat	119	11
5	Kurukshetra	96	6
6	Kaithal	72	12
7	Panchkula	59	15
8	Karnal	58	4
9	Ambala	56	15
10	Yamunanagar	43	1

District Wise Abstract of Meter Complaints as on 31.03.2023-UHBN

Sr. No.	District	No. of Appeals	Escalated to SGRA
1	Sonepat	439	93
2	Kaithal	146	34
3	Panipat	147	14
4	Kurukshetra	139	17
5	Panchkula	129	53
6	Yamunanagar	121	33
7	Ambala	122	77
8	Karnal	114	7
9	Rohtak	48	31
10	Jhajjar	39	22

Circle Wise pending appeal on AAS Portal as on 31.03.2023-DHBMN

Sr. No.	Circle Name	FGRA	SGRA
1	BHIWANI	53	1
2	JIND	26	10
3	HISAR	95	10
4	FATEHABAD	9	0
5	FARIDABAD	35	11
6	SIRSA	26	0
7	GGN-I	16	9
8	GGN-II	11	1
9	NARNAUL	19	0
10	REWARI	3	1
11	PALWAL	1	1
TOTAL		294	44

Service Wise Pendency FGRA - DHBVN

Sr.No	Service Name	BWN	JIND	HSR	FTHB	FBD	SIRSA	GGN-I	GGN-II	NNL	RWR	PLW
1	Application for reduction of Electricity Load	2	0	0	1	1	0	0	0	0	0	0
2	Application for New Electricity connection -LT	30	12	63	5	5	2	2	1	9	1	0
3	Application for Enhancement of Load - LT	0	2	2	0	2	0	0	0	2	0	0
4	Application for transfer of Title & Conversion of Services	1	0	2	1	0	0	1	1	0	0	0
5	Meter Complaint - Inspect & Check correctness	0	2	5	0	2	2	5	1	0	1	0
6	Billing Complaints	15	7	19	1	20	17	4	3	6	1	1
7	Shifting of meter/service connection	0	0	0	0	1	1	1	0	0	0	0
8	Shifting of LT HT Lines	0	0	0	0	0	0	0	0	0	0	0
9	Shifting of Transformers	0	0	0	0	0	0	0	0	0	0	0
10	Reconnection	0	0	0	0	0	0	0	0	0	0	0
11	Application for New Electricity connection - 11KV	2	0	0	0	1	0	1	0	0	0	0
12	Application for New Electricity connection - 33 KV	0	0	0	0	0	0	1	1	0	0	0
13	Application for Enhancement of Load - 11 KV	0	0	0	0	0	0	0	0	0	0	0
14	Application for Enhancement of Load - 33 KV	0	0	0	0	0	0	0	0	0	0	0
15	Application for Enhancement of Load - above 33 KV	0	0	1	0	0	0	0	0	0	0	0
16	Meter Complaint -Replace Burnt Meter	1	2	1	0	2	2	1	2	0	0	0
17	Meter Complaint - Replace slow/fast/meters/Creeping or stuck meters	2	1	2	1	1	2	0	2	2	0	0
TOTAL		1	10	10	0	11	0	9	1	0	1	1

Service Wise Pendency SGRA - DHBVN

Sr.No	Service Name	BWN	JIND	HSR	FTHB	FBD	SIRSA	GGN-I	GGN-II	NNL	RWR	PLW
1	Application for reduction of Electricity Load	0	0	0	0	0	0	0	0	0	0	0
2	Application for New Electricity connection -LT	0	1	4	0	1	0	1	0	0	0	0
3	Application for Enhancement of Load - LT	0	0	0	0	0	0	0	0	0	0	0
4	Application for transfer of Title & Conversion of Services	0	0	0	0	4	0	1	1	0	0	0
5	Meter Complaint - Inspect & Check correctness	0	1	0	0	0	0	1	0	0	0	0
6	Billing Complaints	1	7	4	0	6	0	3	0	0	1	0
7	Shifting of meter/service connection	0	0	0	0	0	0	0	0	0	0	0
8	Shifting of LT HT Lines	0	0	0	0	0	0	0	0	0	0	0
9	Shifting of Transformers	0	0	0	0	0	0	3	0	0	0	0
10	Reconnection	0	0	0	0	0	0	0	0	0	0	0
11	Application for New Electricity connection - 11KV	0	1	0	0	0	0	0	0	0	0	0
12	Application for New Electricity connection - 33 KV	0	0	0	0	0	0	0	0	0	0	0
13	Application for Enhancement of Load - 11 KV	0	0	0	0	0	0	0	0	0	0	0
14	Application for Enhancement of Load - 33 KV	0	0	0	0	0	0	0	0	0	0	0
15	Application for Enhancement of Load - above 33 KV	0	0	0	0	0	0	0	0	0	0	0
16	Meter Complaint -Replace Burnt Meter	0	0	0	0	0	0	0	0	0	0	1
17	Meter Complaint - Replace slow/fast/meters/Creeping or stuck meters	0	0	2	0	0	0	0	0	0	0	0
TOTAL		1	10	10	0	11	0	9	1	0	1	1

Actions to be taken

Actions available at end of FGRA

Issue Directions to DO

Dismiss Appeal

Call for Hearing

Appeal Resolved

Actions available at end of SGRA

Issue Directions to DO

Dismiss Appeal

Interim/Final Order

Call for Hearing

Penalty on officer(s)

Compensation to Citizen

Actions available at end of RTS Commission

Issue Directions to DO/FGRA/SGRA

Interim/Final Order

Call for Hearing

Penalty on officer(s)

Recommendation for disciplinary action against Officers

Compensation to Citizen

Observations raised by RTS Commission

Shortage of Materials at Nigam's store

Improper Justifications by field staff

Improper dealing of complaints.

Applicants are not called for meeting (if required) by FGRA/SGRA

In most of the cases, Speaking orders are not passed and in cases where these are passed, it is done without proper justifications

Applicable Penalty

As per clause 17.1, of RTS act 2014, HRTSC may impose penalty on Designated officer, or any other official involved in the process of providing such service upto a sum of **Rs. 20000**, as deemed fit under the circumstances of the case and allow compensation up to **Rs 5000**, to be paid to eligible person by defaulter.

Applicable Penalty

If the SGRA is of the opinion that the Designated Officer and/or any other official involved in the process of providing such service **has failed to provide service without sufficient and reasonable cause**, it may impose a lump sum penalty on the Designated Officer and/or any other official involved in the process of providing such service, which shall **not be less than Rs. 250** and not more than **Rs. 5000** in each case.

Applicable Penalty

If the the SGRA is of the opinion that the Designated Officer and/or any other official involved in the process of providing such service has/have caused undue delay in providing the service, it may impose a penalty up to the rate of Rs. 250 per day for such delay on the Designated Officer and/or any official involved in the process of providing such service, which shall not be more than Rs. 5000.

Applicable Compensation

As per Haryana Right to Service (Amendment) Rules, 2021,

In the said rules, in rule 6, for sub-rule (5), the following sub-rule shall be substituted, namely:-

*“(5) In the event of award of compensation to the applicant/appellant by the Second Grievance Redressal Authority, the concerned authority shall make payment of **fifty percent or one thousand rupees** whichever is less, to the applicant/appellant out of the penalty imposed by it and deposit the balance amount in the receipt Head of the State. A copy of receipt of payment by the applicant/appellant shall be forwarded to the Second Grievance Redressal Authority by the department*

Responsibilities of FGRA/SGRA

FGRA/SGRA shall include disposal of complaints on AAS portal in their daily affairs

FGRA/SGRA shall ensure proper closure of the complaints

For final judgement, attendance of Appellant & Designated officer shall be mandatory.
Additional respondents can also be added if required.

FGRA/SGRA must analyse the action taken by the designated officers to resolve the issues and the complaints disposed by FGRA/SGRA shall be complete and shall not have any ambiguity

Thank you



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<https://aas.saralharyana.nic.in/Admin/Login>