

**Notification with respect to Haryana Right To Service (RTS) Act 2014**

Sr No	S.No. of RTS Act	Name of Service	Time limit in working days as per RTS	Designated Officer	First Grievance Redressal Authority	Second Grievance Redressal Authority	Mode for availing the service
1	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]	1. Toll Free Number: 1912/18001804334 2. WhatsApp@ 8813999708 3. Email: <a href="mailto:1912@dhbvn.org.in">1912@dhbvn.org.in</a> 4. Through local Bijli Suvidha Kendra <a href="https://dhbvn.org.in/web/portal/contact-us">https://dhbvn.org.in/web/portal/contact-us</a> 5. Urja Mitra Mobile App. <a href="https://play.google.com/store/apps/details?id=map.google.com.rec&amp;hl=en">https://play.google.com/store/apps/details?id=map.google.com.rec&amp;hl=en</a>
			Rural Area-Within 16 hours	Concerned Lineman/Complaint center in charge of the shift	JE [In charge]	SDO[OP]	
2	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]	
3	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]	
4	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]	
5	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]	

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6	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]	<ol style="list-style-type: none"> <li>Toll Free Number: 1912/18001804334</li> <li>WhatsApp@ 8813999708</li> <li>Email: <a href="mailto:1912@dhbvn.org.in">1912@dhbvn.org.in</a></li> <li>Through local Bijli Suvidha Kendra <a href="https://dhbvn.org.in/web/portal/contact-us">https://dhbvn.org.in/web/portal/contact-us</a></li> <li>Urja Mitra Mobile App. <a href="https://play.google.com/store/apps/details?id=map.google.map.com.rec&amp;hl=en">https://play.google.com/store/apps/details?id=map.google.map.com.rec&amp;hl=en</a></li> </ol>
7	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]	
8	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]	
9	58	Meter Complaints 1) Inspect and check correctness	Within 7 days of receipt of Meter testing fee	JE [In charge]	SDO[OP]	XEN[OP]	<ol style="list-style-type: none"> <li>Through Antyodaya Saral Portal: <a href="https://saralharyana.gov.in">https://saralharyana.gov.in</a></li> <li>Online Portal Link: <a href="https://ecgrs.dhbvn.org.in/">https://ecgrs.dhbvn.org.in/</a></li> <li>Toll Free Number: 1912/18001804334</li> <li>WhatsApp@ 8813999708</li> <li>Email: <a href="mailto:1912@dhbvn.org.in">1912@dhbvn.org.in</a></li> <li>Visit to local office along with duly filled in application form <a href="https://dhbvn.org.in/staticContent/new/RTS/Application.pdf">https://dhbvn.org.in/staticContent/new/RTS/Application.pdf</a></li> </ol>
		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]	

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10	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]	1. Through Antyodaya Saral Portal: <a href="https://saralharyana.gov.in/">https://saralharyana.gov.in/</a> 2. Online Portal Link: <a href="https://econnection.dhbvn.org.in/">https://econnection.dhbvn.org.in/</a>
		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]	
		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]	
11	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]	

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12	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]	1. Through Antyodaya Saral Portal: <a href="https://saralharyana.gov.in">https://saralharyana.gov.in</a> 2. Online Portal Link: <a href="https://ecgrs.dhbn.org.in/">https://ecgrs.dhbn.org.in/</a> 3. Toll Free Number: 1912/18001804334 4. WhatsApp@ 8813999708 5. Email: <a href="mailto:1912@dhbn.org.in">1912@dhbn.org.in</a> 6. Visit to local office along with duly filled in application form <a href="https://dhbn.org.in/static/Content/new/RTS/Applicati on.pdf">https://dhbn.org.in/static/Content/new/RTS/Applicati on.pdf</a>
		(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]	
13	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]	
14	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]	1. Toll Free Number: 1912/18001804334 2. WhatsApp@ 8813999708 3. Email: <a href="mailto:1912@dhbn.org.in">1912@dhbn.org.in</a> 4. Visit to local office along with duly filled in application form <a href="https://dhbn.org.in/static/Content/new/RTS/Applicati on.pdf">https://dhbn.org.in/static/Content/new/RTS/Applicati on.pdf</a>
			2) Rural area within 12 hours of receipt of payment from consumers	JE [In-charge]	SDO[OP]	XEN[OP]	

**Contact details of Bijli Suvidha Kendra**

<b>Sr. No.</b>	<b>Name of Circle</b>	<b>Office address</b>	<b>Contact Number</b>
1	Bhiwani	132 KV Substation, BTM Road, Bhiwani	9812063033,34,35
2	Sirsa	Circle Office, Near Bus Stand, Sirsa	01666225002
3	Fatehabad	City Fatehabad, Bhattu Road, Near Red Light, Fatehabad	01667230386
4	Hisar	Circle Office, 33 KV Rajgarh Road, Near Govt College, Hisar	70279-74137
5	Jind	Circle Office, Mini Secretariat, Jind	88168-88984,85
6	Gurugram-I	Circle-I Office, Mehrauli Road, Near Petrol Pump, Gurugram	01242306590
7	Gurugram-II	XEN Sub Urban Office, SCO-4, Sector 31, Gurugram	89291-08428,29
8	Palwal	XEN Office, New Colony, Palwal	01275253105
9	Rewari	Circle Office, Shakti Bhawan, Jhajjar Road, Rewari	01274298788
10	Faridabad	XEN Civil Office, HVPNL Colony, Sector 3, Faridabad	01292235252
11	Narnaul	XEN Office, Near Mahavir Chowk, Narnaul	88158-88991