

DAKSHIN HARYANA BIJLI VITRAN NIGAM

Sales Instruction No. 12/2015

From

CE/Commercial,  
DHBVN, Hisar.

To

All CEs/SEs/XENs/SDOs/OP,  
JEs-I, Incharge Sub office, in DHBVN.

**Memo No. Ch-12/SE/Comml./R-17/370/2015**

**Dated: 14/8/2015**

**Subject: Proper implementation of Right to Service Act-2014 to provide delivery of notified services to eligible persons within the time limits**

Please refer to Sales Circular No. D-21/2015 issued on 10/7/2015 vide which the time frame of various services to be provided to the citizens pertaining to DHBVN was circulated for strict compliance.


A meeting was held under the Chairmanship of Chief Secretary on 3/8/2015 regarding Implementation of Haryana Right to Service Act, 2014. As per the deliberations held and decisions, taken in the ibid meeting, it has been decided as under:-

1. At the district level seminars of the officials who are designated officers as well as First Appellate Authorities and Second Appellate Authorities will be held for generating awareness amongst the officers about the time line prescribed in the notification of the State Government for delivery of various services. These seminars at the district level will be held within next one month SEs of each district will be responsible for organizing the same.
2. After completion of awareness campaign amongst the officers, a publicity campaign will be launched for making the public aware about their rights under the Act.
3. The Xen/Monitoring will obtain periodic reports from the district officers regarding the applications received and disposed off by the First as well as Second Appellate Authorities, on the format enclosed. A bi-monthly report will also be submitted by Xen/Monitoring to the State Government.

Sales Circular No. D-21/2015 is amended to the above extent.

The above instructions should be brought to the notice of all concerned for careful and meticulous compliance.

DA/Format

  
14/8/15  
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Monitoring Format/ Right to Service Act- 2014

S.N	Name of Service	Area of Operation	No. of Complaints Received Per Month	No. of Complaints Attended by Designated Officer		Number of Complaints Pending	First Grievance Redressal Authority		Second Grievance Redressal Authority		Remarks																					
				Within Time Frame	Outside Time Frame		Attended (Numbers)	Un-Attended (Numbers)	Attended (Numbers)	Un-Attended (Numbers)																						
11	Transfer of title and conversion services a) Transfer of title and /or change of category b) Conversion of LT single phase to LT three phase or vice-versa c) Conversion of LT to HT three phase or vice versa d) Conversion of HT to EHT or vice-versa																															
												12	Shifting of meter/service connection i) Shifting of meter/service connection ii) Shifting of LT/HT lines up to 11 KV iii) Shifting of HT Line exceeding 11KV iv) Shifting of Transformer																			
																							13	Complaint about consumer bills and restoration of supply Resolution of complaints on disputed electricity bills								
											Cities & Towns																					
											Rural Area																					