

**BEFORE THE HARYANA ELECTRICITY REGULATORY COMMISSION AT
PANCHKULA**

Case No. HERC/P. No. 48 of 2024 (Suo-moto)

Date of Hearing : 11/12/2024

Date of Order : 16/12/2024

IN THE MATTER OF:

Shifting of Corporate Forum, DHBVN office from Gurugram to Head Office, Hisar/ Non-Compliance of the Forum's orders by DHBVN.

Respondent(s)

1. The Managing Director, DHBVN, Hisar.
2. The Superintending Engineer/ Admn., DHBVN, Hisar.
3. The Superintending Engineer/ RA, DHBVN, Hisar

Present

On behalf of the Respondent

1. Sh. Parmod Singla, SE/Admn, DHBVN
2. Sh. Anish Kumar, XEN/RA, DHBVN
3. Sh. Naresh Kumar, SDO/RA, DHBVN

QUORUM

Shri Nand Lal Sharma, Chairman

Shri Mukesh Garg, Member

INTERIM ORDER

1. The case was heard on 11/12/2024, as scheduled, in the court room of the Commission.
2. At the outset, Sh. Parmod Singla, SE/Admn., DHBVN submitted that the office has been shifted in wake of establishment of Zonal level and circle level CGRFs in compliance to the amendment in the regulations. Due to establishment of Zonal/Circle level CGRF, no. of consumers approaching the Corporate level CGRF has reduced. Presently there are 20 cases from

each Zone who have approached Corporate CGRF. He further submitted that care shall be taken for seeking prior approval of the Commission in future for any such changes and Nigam has no objection if the Commission decides to retain the Corporate CGRF office at Gurugram.

3. The Commission enquired whether the dealing officers were aware that the office had been shifted from Hisar to Gurugram as per orders dated 15/06/2020 passed by the Commission. Mr. Singla replied in affirmative.
4. The Commission sought the record pertaining to shifting and approvals thereof and on perusal of copy of the record supplied by the respondent, it was observed that in the initiating note it has been mentioned:
“...It has been desired by the Nigam management that the Corporate Consumer Grievances Redressal Forum (CGRF) located at Gurugram may be shifted from Gurugram to Hisar Head Office.”
5. The Commission enquired who in the Nigam’s management desired to relocate the CGRF office from Gurugram to Hisar, but no satisfactory reply received from the respondent. The Commission directed that the initiating officials Sh. Ajay Kumar, LDC & Sh. Dalbir Singh, Dy. Superintendent will submit written statement providing rationale behind the note proposing relocation of the CGRF office. Both officials will be present in person in the court with original record on the next date of hearing.
6. The Commission observes that, SE/RA is not present in the court as per directions of the Commission. The XEN/RA, who was present on behalf of the SE/RA, submitted that the officer is on sick leave for last 4-5 days.
7. In consideration of the intent expressed by the SE/Admn., DHBVN to maintain the Corporate CGRF office in Gurugram after due deliberation with the management, the Commission allows the respondents to submit their stand regarding withdrawal of orders of shifting of CGRF office before the next date of hearing.
8. SE/Admn. and SE/RA, DHBVN Hisar to remain present in the court on next date of hearing and submit complete Zone wise quarterly data of

last two years (01.10.2022 to 30.09.2024) regarding no. of cases received, decided and pending in Corporate CGRF on the following Performa:

Quarter from..... To.....			
Balance at the beginning of quarter	Cases received during the quarter	Decided during quarter	Pending at the end of quarter

9. The matter to come up next on 13/02/2025.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 16/12/2024.

Date:16/12/2024
Place: Panchkula

(Mukesh Garg)
Member

(Nand Lal Sharma)
Chairman