

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

Case No. HERC/P. No. 71 of 2024

Date of Hearing : 07/05/2025

Date of Order : 13/05/2025

IN THE MATTER OF:

Complaint under Section 142, read with Section 146 & Section 149 of the Electricity Act, 2003 & Regulation 2.32 of HERC (Forum & Ombudsman) Regulations, 2020 for imposing penalty u/s 142 and institution of complaint u/s 146 of the electricity act, 2003 on account of non-compliance of the order/ direction passed by Id. corporate forum CGRF DHBVN for redressal of consumer grievances (CGRF) DHBVN Gurgaon as well as continuing failure to comply with the direction(s) of order number 4644/2024 dated 26-03-2024 by respondent(s) and for direction(s) to ensure strict compliance of the direction issued by the Corporate CGRF DHBVN memo number 117/ CGRF /GGN , 4644-2024 dated 26.03.2024 and to impose the penalty HERC (Standard of Performance of Distribution Licensee and Determination of Compensation) Regulation 2020 Schedule – II Sub Clause 20.

Petitioner

Shri Ram Filament, 65-66/21, Industrial Area Bhiwani, through its partner Raman Aggarwal

VERSUS

Respondents:

1. SDO 'OP' Sub Urban Sub Division No-1 Bhiwani
2. XEN 'OP' Division City Bhiwani.

Present

On behalf of the Petitioner

Sh. Akshay Gupta, Advocate

On behalf of the Respondent

1. Sh. Raheel Kohli, Advocate
2. Ms. Rajvinder Kaur, Advocate
3. Sh. Ankit, SDO, DHBVN
4. Sh. Suresh Duhan, SDO, DHBVN

QUORUM

Shri Nand Lal Sharma, Chairman

Shri Mukesh Garg, Member

INTERIM ORDER

1. The case was heard on 07/05/2025, as scheduled, in the court room of the Commission.
2. Sh. Raheel Kohli, counsel for DHBVN submitted the reply apologising for the delay and requested to take the same on record. The counsel submitted that the reply contains all the facts regarding the case. The Commission orders to take reply of the respondent on record subject to deposit of late fee of Rs. 5000/-.
3. The petitioner may submit rejoinder to the reply, if any, within two weeks with advance copy to the respondent.
4. To the query of the Commission, the respondent SDO stated that the action for compliance of CGRF order was initiated timely but compliance was delayed due to involvement of different offices of DHBVN for final decision. The Commission remarked that it is the responsibility of the concerned SDO to get the orders of CGRF complied with in timelines and difficulty if any in compliance of orders of CGRF should have been brought to the notice of higher authorities of DHBVN. If the respondent was aggrieved with orders of CGRF, then the respondent should have challenged the order in appropriate court of law.
5. The Commission, thus directs the SE/OP circle, Bhiwani to enquire into the matter and to submit the detailed report including the names of the officers/ officials responsible for noncompliance of the CGRF order with in stipulated time, within 2 weeks.
6. The case is adjourned and to come up next on 03/06/2025.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 13/05/2025.

Date: 13/05/2025
Place: Panchkula

(Mukesh Garg) Member	(Nand Lal Sharma) Chairman
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