

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

Case No. HERC/P. No. 53 of 2025

Date of Hearing : 06/11/2025

Date of Order : 12/11/2025

IN THE MATTER OF:

Application/Representation Under Section 142 read with Section 146 & Section 149 of the Electricity Act 2003, read with Haryana Electricity Regulatory Commission (Forum and Ombudsman) Regulations 2020 for issuance of direction to the respondents to comply with the order dated 19.11.2024 passed by the Forum for Redressal of Consumer Grievances UHBVNL, Panchkula.

Petitioner

Smt. Suman, W/o Late Sh. Hakam Singh, R/o House No. 326, Chopra Garden, near Sarojini Colony, Yamuna Nagar.

VERSUS

Respondent:

1. XEN/OP Division, UHBVN, Yamunanagar.
2. SDO/OP ITI Sub- Division, UHBVN Yamunanagar.

Present

On behalf of the Petitioner

Sh. Brijesh Singh, Advocate

On behalf of the Respondent.

1. Sh. Brijesh Kumar, SDO, UHBVN
2. Sh. Mandeep Kumar, Dy.Supt., UHBVN

QUORUM

**Shri Nand Lal Sharma, Chairman
Shri Mukesh Garg, Member
Shri Shiv Kumar, Member**

ORDER

1. Petition:

The details of the grievance are as under:

- 1.1 Consumer Account no. 8388370000 (Domestic/Residential- 2KW)
- 1.2 Name of the Complainant- Smt. Suman, W/o Late Sh. Hakam Singh
- 1.3 Address for Communication –
- 1.4 House No. 326, Chopra Garden, near Sarojini Colony, Yamuna Nagar - 1350001 : Phone no. :9053491586 Email id: advbrijeshinghladwal@gmail.com
- 1.5 Date of Submission of the grievance by the Complainant to the Forum- 15.04.2025
- 1.6 Details of the Representation, facts giving rise to the representation
 - i. That the present Application is preferred by the Applicant being aggrieved due to the non-compliance of the order dated 19.11.2024 passed by the Ld. CGRF, Panchkula.
 - ii. That the Applicant had approached the Ld. CGRF on 11.09.2024 by filing a complaint bearing no. 267/2024 against the XEN/OP Division, UHBVN and SDO/OP ITI Sub- Division, UHBVN Yamuna Nagar submitting that the, Respondents have generated wrong/incorrect bill amounting to Rs. 5,19,416/- based upon the incorrect reading from a faulty meter in the month of June 2023. It is further submitted that the meter of the Applicant was installed outside in the street on the pole and was block burnt and after intimation to the concerned office, a new meter was installed on the 20.01.2023.
 - iii. That upon filing of the complaint the Respondents, filed there replies respectively and stated that, meter reading upto 33110 KWH was verified with meter reading picture as on bill generated dated 10.08.2022. Further the old defective meter was replaced on 20.01.2023 vide LL-1 No. 37/3298 on the reading value of 97992 KWH, however, the accuracy could not be checked due to TB Burnt and old version of meter as per instructions. Further to mention that the Respondents have acknowledged itself that the difference of reading of 64882 units in 160 days, which may be counted as 406 units per day against sanction load of 2 KW is abnormal. Further, that the connection of the Applicant was disconnected on site on 26.07.2023 on defaulting amount of Rs. 5,35,949/-.
 - iv. That the Ld. CGRF has observed in its order that after reading value of 33110 KWH on 10.08.2022, the meter was “**Dead Stop**” as per the MRBD billing system report and further reading was recorded as 97,992 KWH as per LL-1 dated 20.01.2023. Thus, the Ld. CGRF had directed that to the SDO/Respondent to overhaul the account of the consumer on the basis of new meter consumption against the disputed period.
 - v. That to this effect, when the Applicant approached the office of the SDO/Respondent on 20.01.2025, they handed over the Applicant the copy of the bill for 26.07.2023 stating that, after making necessary amendments, now the Applicant is liable to pay an amount of Rs. 1,54,421/-, which is again incorrect, unjustified and arbitrary in nature and thus challenged before this Hon’ble Court of Court.

- vi. That since, the Applicant had also submitted a representation dated 15.05.2025 to the office of the Respondent and no reply qua justification has been given by the Respondent, thus the Applicant is left with no other remedy than to approach this Hon'ble Commission.
- vii. That since no justification, with respect to how and what are the correction made has been provided by the Respondent despite repeated visits and knocking each door of the office, the Applicant has approached this Court of Hon'ble Court. Thus, the present Application/Representation.
- 1.7 Whether the Complainant has received the final decision of the Forum?
Yes- order dated 19.11.2024
- 1.8 What amount is assessed payable by Consumer: Not Applicable
- 1.9 List of documents enclosed (Enclosed three (3) copies of each Document in support of the facts)
 - 1. Copy of Grievance to Forum
 - 2. Copy of Order of the Forum
 - 3. Copy of Electricity Bill
 - 4. Copy of Representation to Respondent.
- 1.10 Note- That the present representation is filed by the Applicant for a domestic/residential connection as per the mandate under section 142, of the Electricity Act 2003, Read with Haryana Electricity Regulatory Commission (Forum and Ombudsman) Regulations 2020, therefore, there is no fee applicable in filing the present petition.
- 1.11 Declaration
 - (a) I/We, the Applicant/s herein declare that:
 - (i) The information furnished herein above is true and correct; and
 - (ii) I/We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith. (b) The subject matter of the present representation has never been brought before the Office of this Hon'ble Court by me/or by any one of us by any of the parties concerned with the subject matter to the best of my/our knowledge.
 - (c) The subject matter of my/our representation has not been settled through the Office of the Court in any previous proceedings.
 - (d) The subject matter of the present representation has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator.

RELIEF SOUGHT:

Direction be passed to the SDO/Respondent to provide justification behind the seeking/ raising incorrect, unjustified and arbitrary bills from the Applicant. Further, Direction be passed to the Respondent to correct the unjustified bills raised and comply in terms of order dated 19.11.2024

Further, if the demand w.r.t. to bills raised by the Respondent comes out to be incorrect, then, the Applicant be allowed the relief of compensation for an amount of Rs. 1,00,000/- for harassment alongwith litigation charges to the tune of Rs. 50,000/-.

2. The case was heard on 04/09/2025, Sh. Brijesh Kumar, SDO submitted the reply to the petition and stated that the order of the CGRF has been complied with. The refund to the complainant has been made based on the connected load instead of New Meter consumption as the sufficient data was not available in the new meter. The CGRF had ordered to overhaul the account of consumer on the basis of new meter consumption against the disputed period. The sundry was prepared by the then CA Sh. Mandeep Kumar who is presently posted as Deputy Superintendent office of XEN Operation Bilaspur, Yamuna Nagar. Sh. Brijesh Singh counsel for the petitioner submitted that the order has not been complied in toto as account has not been overhauled on the basis of new meter consumption as per CGRF order. In reply to query, he submitted the respondents have not filed any review/appeal against the order of the CGRF. The Commission prima facie observe that disregarding the order of CGRF, the respondents neither overhauled the account of the petitioner as per the order i.e on the basis of new meter consumption nor filed any appeal before competent authority. The entire defence stated by respondents was already tendered before the CGRF. Therefore, the Commission took serious view for non-compliance of the order of CGRF. The Commission directs the petitioner to file rejoinder by 18/09/2025 with advance copy to the respondents. Further, granting one more opportunity to comply the order, the respondents are directed to file final detailed compliance report by 24/10/2025 with advance copy to petitioner. The respondent XEN and SDO along with Sh. Mandeep Kumar are directed to be present in the court on next date of hearing.

3. **Reply of Respondent Received on 04/09/2025:**

Preliminary Objections

- 3.1 That the present application is not maintainable before this Hon'ble commission as there is no relationship of consumer and supplier between the applicant and answering respondent.
- 3.2 That. the applicant has no locus standi to file and maintain the present application against the answering respondents because the applicant has filed this application against the answering respondents without any cause of action.
- 3.3 That the applicant is estopped from filing the present application by his own act and conduct.
- 3.4 That the applicant has not come to the court with clean hands and has concealed the true and material facts from the knowledge of this Hon'ble court, as such the applicant is not entitled to any relief from this Hon'ble court.
- 3.5 That the present application is falser frivolous and baseless. The true facts of the case are that the earlier the electric connection bearing

account number 8388370000 was installed in the house of the applicant under domestic supply category in the name of Satpal Panwar with the sanctioned load of 2 KW, under the jurisdiction of answering respondents and on Dt. 20.1.2023 the staff of the Nigam visited the premises in dispute for replacing of old version meter with new version meter vide SJO no, 11/37 Dated and it was found that the terminal block of the existing meter were burnt and reading was recorded as 97992 KWH and connected load was found as 3.536 KW and thereafter the said old version meter was replaced with new version meter and the new version meter was installed outside the premises on. pole and the said old version meter was sealed in the cardboard box at site, which was duly signed by the checking arty and Paramjeet Singh, for the purpose of checking of seals and accuracy from M & T Lab Yamunanagar and restored the supply with new electric meter and checking report was also prepared at the spot vide LL-I no. 37/3298 Dated 20.01.2023 in the presence of one tenant namely Paramjeet Singh S/o Jagat Singh, which was duly signed by the checking party and Paramjeet Singh S/o Jagat Singh.

Thereafter on Dt. 09.03.2023 a notice regarding checking of the said electric meter was issued in the name of Satpal Panwar requesting him to be present in M & T lab Yamunanagar on dated 13u03.23 at 10:00 A.M. vide memo no. 575 Dt. 09.03.2023 which was duly received by the Paramjeet Singh S/o Jagat Singh and inspite of that no one from the side of the consumer came present in the M&T lab and having no other alternative the said cardboard box was opened and meter was checked in. M & T Lab Yamunanagar in the presence of two officers of the defendants as per rules and regulations of the Nigam and it was found that the accuracy could not be checked due to T.B. were burnt and supply was given to terminal and reading was found 97992 KWH and no malpractice was found with meter and the checking report of the meter was prepared by the SDO M & T Lab Yamunanagar and the same was signed by the S.D.O M&T lab and other officials of the defendant department, videography of the same was also done at the spot and tab report supplied vide Endst, No. 1017 Dt. 13.03.2023. Thereafter as per lab report, wherein the reading was found as 97992 KWH/ however reading in the ledger was only 27353 and as such the difference of units found in the lab and this actual consumption unit duly recorded in Nigam's Meter were charged in the said account vide sundry no. 146/125 Dt. 09.05.2023 i.e. amounting to Rs.5,19,416/- thereafter electricity Bill of the said account was generated in the month of June 2023 with the sundry charges of Rs. 5,19,416/-, however no payment against the said bill was made by the consumer and thereafter the said connection was permanently disconnected on the defaulting amount of RS5,35,949/- vide PDCO no. 94/30 issued on Dt. 11.07.2023 and thereafter the present applicant applied vide Application no. Y46-724-132 Dt. 19.07.2024 for a new electricity connection in the said premises and the same rejected for want of defaulting amount against the premises and also for want of ownership record and as such thereafter the PDCO was affected on Dt.

26.07.2023. Thereafter on Dt. 11.09.2024 the present applicant moved a complaint before the Hon'ble CGRF, UHBVNL Panchkula for correction of Bill and the same was duly replied by the answering respondent and the same was disposed off by the Hon'ble CGRF UHBVNL, Panchkula vide Order Dt. 19.11.2024 by holding that as per MRBD billing system report on Dt. 10.08.2022 the reading value was 33110 KWH and thereafter the meter was in dead stop position and the reading at the replacement of meter was found as 97992 KWH vide LL-1 no. 37/3298 Dated 20.01.2023 and as such the consumption in 160 days was recorded as 64882 KWH, which comes as 406 units per day against a connection with the sanction load of 2 KW and which is abnormally high or overshoot in meter and consumption in meter of 64882 KWH is not feasible for acceptance and further directed the answering respondent to overhaul the account of the consumer on the basis of new meter consumption against the disputed period.

Thereafter as per the directions of Hon'ble CGRF, UHBVNL, Panchkula account of the consumer overhauled for the period of 10.08.2022 to 20.01.2023 and as per the Electricity supply code (New Meter & PYM base not available), available/ connected load of the premises and after going through the detailed billing reports, records and available information with this office, a refund of Rs. 3,87,769/- was made to said account bearing account no. 8388370000 and after adjustment/ bill amount of Rs. 1,54,421/- is actually payable by the applicant/ consumer to Nigam.

It is also relevant to mention here that Electricity Energy of 64882 KWH (From Meter Reading 33110 KWH to 97992 KWH) has actually consumed and duly recorded in the installed Electricity Energy Meter of Nigam's which has been duly verified on site in presence of user (i.e. tenant) and further in the M&T Lab of Respondent Department as per the instructions of Nigam. In actual, Nigam has suffered for the financial loss of said 64882 units actually consumed in the said premises as cumulative consumption recorded in Nigam's meter and further duly verified in the M&T Lab, Yamuna Nagar of UHBVN.

It is significant to highlight that after the order dated 19.11.2024 of Hon'ble CGRF, present applicant again applied for the new Electricity connection vide Application No. Y46-1224-18 dated 05.12.2024 in the said PDCO defaulting premises and the same was rejected for want of Ownership proof and Nothing Dues Certificate in respect of said PDCO premises.

Hence the application of the applicant is liable to be dismissed with costs.

On Merit

1. That para no. 1 of the application is admitted being; matter of record.
2. That para no. 2 of the application is admitted.
3. That the para no.3 of the application is denied for want of knowledge.
4. That the para no.4 of the application is a matter of record.
- 5 (i). That the para no,5 (i) of the application is admitted to the extent that the application is preferred by the application and rest of the para is

wrong and hence denied. It is pertinent to mention here that the order Dt. 19.11.2024 has been complied by the answering respondent.

- 5 (ii). That para no. 5 (ii) of the application is admitted to the extent that the applicant filed a complaint before the Hon'ble CGRF. However it is pertinent to mention here that the earlier the electric connection bearing account number 8388370000 was installed in the house of the applicant under domestic supply category in the name of Satpal Panwar with the sanctioned load of 2 KW, under the jurisdiction of answering respondents and on Dt. 20.1.2023 the staff of the Nigam visited the premises in dispute for replacing of old version meter with new version meter vide SJO no. 11/37 Dated 20.01.2023 and it was found that the terminal block of the existing meter were burnt and reading was recorded as 97992 KWH and connected load was found as 3.536 KW and thereafter the said old version meter was replaced with new version meter and the new version meter was installed outside the premises on pole and the said old version meter was sealed in the cardboard box at site, which was duly signed by the checking party and Paramjeet Singh, for the purpose of checking of seals and accuracy from M & T Lab Yamunanagar and restored the supply with new electric meter and checking report was also prepared at the spot vide LL-I no. 37/3298 Dated 20.01.2023 in the presence of one tenant namely Paramjeet Singh S/o Jagat Singh, which was duly signed by the checking party and Paramjeet Singh S/o Jagat Singh.

Thereafter on Dt. 09.03.2023 a notice regarding checking of the said electric meter was issued in the name of Satpal Panwar requesting him to be present in M & T lab Yamunanagar on dated 13.03.2023 at 10:00 A.M vide memo no. 575 Dt. 09.03.2023 which was duly received by the Paramjeet Singh S/o Jagat Singh and inspite of that no one from the side of the consumer came present in the M&T lab and having no other alternative the said cardboard box was opened and meter was checked in M&T Lab Yamunanagar in the presence of two officers of the defendants as per rules and regulations of the Nigam and it was found that the accuracy could not be checked due to T.B were burnt and supply was given to terminal and reading was found 97992 KWH and no malpractice was found with meter and the checking report of the meter was prepared by the SDO M&T Lab Yamunanagar and the same was signed by the S.D.O M&T lab and other officials of the defendant department, videography of the same was also done at the spot and lab report supplied vide Endst. No. 1017 Dt. 13.03.2023.

Thereafter as per lab report, wherein the reading was found as 97992 KWH, however reading in the ledger was only 27353 and as such the difference of units found in the lab and this actual consumption unit duly recorded in Nigam's meter were charged in the said account vide sundry no.. 146/12.5 Dtt 09,05.2023 i.e. amounting to Rs, 5/19,416/- thereafter electricity Bill of said account was generated in the month of June 2023 with the sundry charges of Rs. 5,19,416/-, however no payment against the said bill was made by the consumer and thereafter the said connection was permanently disconnected on

the defaulting amount of Rs. 5/35,949/- vide PDCO no. 94/30 issued on Dt. 11.07.2023 and thereafter the present applicant applied vide application no.Y46-724-132 Dt. 19.07.2024 for a new electricity connection in the said premises and the same rejected for want of defaulting amount against the premises and also for want of ownership record and as such thereafter the PDCO was affected on Dt. 26.07.2023

5 (iii). That para no.5 (iii) of the application is admitted to the extent that the answering respondents filed their reply before the hon'ble CGRF. It is also pertinent to mention here that as per lab report, wherein the reading was found as 97992 KWH, however reading in the ledger was only 27353 and as such the difference of units found in the lab and this actual consumption unit duly recorded in Nigam's meter were charged in the said account vide sundry no. 146/125 Dt. 09.05.2023 i.e. amounting to Rs.5,19,416/- thereafter electricity Bill of the said account was generated in the month of June 2023 with the sundry charges of Rs. 5,19,416/- however no payment against the said bill was made by the consumer and thereafter the said connection was permanently disconnected on the defaulting amount of Rs. 5,35,949/- vide PDCO no. 94/30 issued on Dt. 11.07.2023 and thereafter the present applicant applied vide application no.Y46-724].32 Dt. 19.07.2024 for a new electricity connection in the said premises and the same rejected for want of defaulting amount against the premises and also for want of ownership record and as such thereafter the PDCO was affected on Dt. 26.07.2023.

5 (iv). That para no.5 (iv) of the application is admitted to the extent that Hon'ble CGRF had directed the answering respondent to overhaul the account of the consumer on the basis of new meter consumption against the disputed period.

5 (v) That para no.5 (v) of the application is wrong and hence denied. It is pertinent to mention here that as per the directions of Hon'ble CGRF, UHBVNL, Panchkula account of the consumer overhauled for the period of 10.08.2022 to 20.01.2023 and as per the Electricity supply code (New Meter & PYM base not available), available/ connected load of the premises and after going through the detailed billing reports, records and available information with this office, a refund of Rs. 3,87,769/- was made to said billing account bearing account no. 8388370000 and after adjustment, bill amount of Rs. 1,54,421/- is actually payable by the applicant/consumer to Nigam.

It is also relevant to mention here that Electricity Energy of 64882 KWH (From Meter Reading 33110 KWH to 97992 KWH) has actually consumed and duly recorded in the installed Electricity Energy Meter of Nigam's which has been duly verified on site in presence of user (i.e. tenant) and further in the M&T Lab of Respondent Department as per the instructions of Nigam. In actual, Nigam has suffered for the financial loss of said 64882 units actually consumed in the said premises as cumulative, consumption recorded in Nigam's meter and further duly verified in the M&T Lab, Yamuna Nagar of UHBVN.

It is significant to highlight that after the order dated 19.11.2024 of Hon'ble CGRF, present applicant again applied for the new Electricity connection vide Application No. Y46-1224-18 dated 05.12.2024 in the said PDCO defaulting premises and the same was rejected for want of Ownership proof and Nothing Dues Certificate in respect of said PDCO premises.

- 5 (vi). That para no.5 (vi) of the application is admitted only to the extent that application submitted in the office on dated 15.05.2025 and Rest of this Para are wrong and hence denied. It is pertinent to mention here that the applicant had already been thoroughly and the complete case matter duly explained in the office for all the queries, representations, and about the compliance of CGRF order during the frequent and each visit made in the office. At all the instances of visit of applicant in the office after CGRF order, the petitioner has been duly intimated that a refund of Rs. 3,87,769/- made and outstanding electricity bill amount of Rs. 1,54,421/- is actually payable before release of any new electricity connection in the said PDCO premises after completing the formalities of Nigam.
- 5 (vii). That para no.5 (vii) of the application is wrong and hence denied. It is pertinent to mention here that as per Nigam's record the said connection is in the name of Satpal Panwar and the present applicant neither gave any intimation nor applied for change of name of the said connection and as such there is no relationship of consumer and supplier between the applicant and answering respondent. That the prayer clause of the application is absolutely incorrect and hence denied. The application of the applicant is absolutely false, frivolous, baseless and misconceived and is liable to be dismissed with special compensatory costs keeping in view the equity, good concise and public policy.

4. Compliance Report submitted on 03/10/2025:

I, Brajesh Kumar aged about 28 years at present SDO, Sub-Division ITI, UHBVN Yamuna Nagar, District Yamuna Nagar do here by solemnly affirm and declare as under:

- 4.1 That the name and address of the deponent given above is correct. That the deponent has implemented the court order dated 08-09-2025 passed by this Hon'ble court and has prepared the sundry as per the direction of the court order.
- 4.2 This office has complied the Hon'ble CGRF order dated 19.11.2024 in toto as per the directions and interim order dated 08.09.2025 of Hon'ble HERC Court. Accordingly, Electricity Billing-amount of Rs. 1,05,180/- has been refunded through Sundry Adjustment in the PDCO Electricity connection bearing Account No. 8388370000 in addition to the earlier refunded billing amount of Rs. 3,87,769/.
- 4.3 Thus, total billing amount of Rs. 4,92,949/- (1,05,180 + 3,87,769) has been refunded through Sundry Adjustment in the said PDCO Electricity Account in the name Satpal Panwar for the strict compliance of directions passed by Hon'ble commission.

5. Commission's order.

5.1 The case was heard on 06/11/2025, as scheduled, in the court room of the Commission.

5.2 The CGRF has observed that after reading value of 33110 KWH on 10.08.2022, the meter was "Dead Stop" as per the MRBD billing system report and further reading was recorded as 97,992 KWH as per LL-1 dated 20.01.2023 and had directed the SDO/Respondent to overhaul the account of the consumer on the basis of new meter consumption against the disputed period.

The respondents in its compliance report claimed that UHBVN has complied the CGRF order dated 19.11.2024 in toto as per the directions and interim order dated 08.09.2025. Accordingly, Electricity Billing-amount of Rs. 1,05,180/- has been refunded through Sundry Adjustment in the PDCO Electricity connection bearing Account No. 8388370000 in addition to the earlier refunded billing amount of Rs. 3,87,769/-. Thus, total billing amount of Rs. 4,92,949/- (1,05,180 + 3,87,769) has been refunded through Sundry Adjustment in the said PDCO Electricity Account in the name Satpal Panwar for the strict compliance of directions.

5.3 The counsel for the petitioner submitted that the refunds/settlements made by the respondents are acceptable to the petitioner.

5.4 The Commission observes that since the order of CGRF has been complied with now, nothing remains to be adjudicated in the present petition.

5.5 The present petition is disposed of in above terms.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 12/11/2025.

Date: 12/11/2025	Sd/- (Shiv Kumar)	Sd/- (Mukesh Garg)	Sd/- (Nand Lal Sharma)
Place: Panchkula	Member	Member	Chairman