

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

Case No. HERC/P. No. 19 of 2026
Date of Hearing : 29/04/2026
Date of Order : 06/05/2026

IN THE MATTER OF:

Complaint under section 142 read with section 146 & section 149 of the Electricity Act 2003, read with Haryana Electricity Regulatory Commission (Forum and Ombudsman) Regulation 2020 for issuance of direction to the respondent to comply with the Order dated 16.07.2024 passed by Electricity Ombudsman, Haryana in appeal No. 16/2024, against impugned order dated 27.03.2024 of CGRF UHBVNL, Panchkula in complaint no. UH/CGRF-214/2023.

Petitioner

Ms. Suman Lata Gupta W/O Sh. B. K. Gupta, resident of 779, Sec-tor – 6, Urban Estate Karnal.

VERSUS

Respondent:

1. Uttar Haryana Bijli Vitran Nigam, Plot No. P-3&4, Vidut sadan, Sector-14, Panchkula through its Managing Director.
2. Superintending Engineer Operation Circle UHBVN, Rajiv Gandhi Vidut sadan, Sector -12, Karnal.
3. Executive Engineer (Operation) City Division UHBVN, Sector -12, Karnal.
4. SDO (Operation) City Sub Division UHBVN, near old Bus stand, Old G.T.Road, Karnal.

Present

On behalf of the Petitioner

1. Sh. B. K. Gupta
2. Sh. Abhivav Gupta

On behalf of the Respondent

1. Sh. Kanishk, Advocate
2. Sh. Naseeb Singh, SE, UHBVN
3. Sh. Ramesh Kumar, XEN, UHBVN
4. Sh. Praveen Singh, SDO, UHBVN
5. Sh. Kuldeep Kumar, SDO, UHBVN

QUORUM

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

ORDER

1. **Petition:**

- 1.1 That appellant has filed an appeal No. 16/2024 Registered on 26.04.2024 against the order dated 27.03.2024 passed by CGRF, UHBVN, Panchkula in Complaint No. UH/CGRF – 214/2023, before Hon'ble Ombudsman and Hon'ble Ombudsman has decided the same appeal on 16.07.2024 with the direction to shift LT panel in question at feasible place.
- 1.2 That in this regard no action was taken by respondents up to May, 2025 and on 07.05.2025 complainant have been asked to deposit a sum of Rs.3170/- and on the same day said amount was deposited vide receipt No. 109250789 in the office of respondent no.4.
- 1.3 That after more than one month of deposit respondents have started the shifting of LT panel i.e. on 15.06.2025 in front of showroom No.3 but due to resentment of the owner of showroom No. 3 shifting work was stopped, with reference to order/judgement of Civil Judge (junior Division) District Karnal Civil suit No. CS-872/2020 decided on 02.03.2023 under the title Raghbir Singh and others Vs. Municipal Corporation Karnal and again new site (divider of G.T. road) had been finalized by respondent No. 4, since the new site falls under the jurisdiction of Municipal Corporation Karnal, complainant was asked to get NOC from Municipal Corporation Karnal vide his office letter No. 496 dated 24.06.2025.
- 1.4 That Executive Engineer-II Municipal Corporation Karnal has issued NOC vide their memo No. 418/MCK dated 14.08.2025 with a copy to respondent No. 4.
- 1.5 That the Complainant has pursued office of the respondents No. 2,3 and 4 regularly, for shifting of LT panel in question but of no use.
- 1.6 That respondent No. 4 have issued a controversial letter vide memo no. 2075 dated 13.11.2025 that we have opted self execution scheme but not deposited the documents, related to the Empanelled Contractor for carrying out the work of shifting the panel, where as Sh. Durgesh Empanelled Contractor has
- 1.7 started the work under the supervision of Respondent No.4 (the then Sub Divisional Officer Sh. Kuldeep Ji) but could not be completed due to resentment of the owner of showroom No.3 & 4. So it is wrong to say that complainant have not submitted the documents of the Empanelled Contractor. It is pertinent to mention that complainant has paid Rs.50, 000/- (Rs. Fifty thousand only) advance for the payment to the contractor to respondent no. 4 before starting the work.
- 1.8 That complainant had contacted respondent no. 4 on 08.12.2025, and He has assured the complainant for early completion of the work of shifting of LT panel but till date shifting work has not been started.
- 1.9 That complainant has again requested Respondent No. 2, 3 & 4 on their e-mail on 22.12.2025 and 31.12.2025 but none of them have responded in this regard.

1.10 That the complainant has again contacted respondent No. 4 on his mobile No. 9354761641 on 05.02.2026, 24.02.2026 and 09.03.2026 and requested to start the work of shifting LT panel in question but of no use.

1.11 That it is pertinent to mention here that Complainant is pursuing Respondent 3 and 4 since last 4 years, (since 2022) the LT panel (6.0 ft in width x 8.0 ft in height) in question was placed in the middle of front of showroom (18.0 ft) during 2017 in the absence of owners of the property. Respondent No. 3 and 4 has agreed to shift the panel in question and asked the complainant to deposit a sum of Rs. 3678/-. Complainant has deposited the said amount to respondent No.4 on 15.06.2022 vide receipt no. 58005149, and other charges like services of Hydra Machine and labour involved was born by the complainant, but instead of shifting the panel from the premises of the complainant, panel was rotated at right angle and placed on the same site.

It is therefore, prayed: -

- i. That respondents may be directed to implement the orders dated 16.07.2024, of this Hon'ble Ombudsman.
- ii. That since the Authorities of UHBVNL have trespassed in the premises of complainant since
- iii. last more than seven years, rent/compensation on this accounts @ Rs. 10,000/- per month along with interest @ 10% from the date of erection of Electric Panel till its removal may please be awarded.
- iv. That action may be taken against the respondents under section 142 of the Electricity, Act 2003 updated up-to-date.
- v. Electrical Cables laid on the roof of the premises of the complainant may be removed.
- vi. Compensation in the tune of Rs. 50,000/- on account of suffering mental torture, harassment, agony illegally suffered by the complainant in the hand of respondents.
- vii. Vi. Any other relief / reliefs, to which the complainant found entitled too, may also be granted.

2. The case was heard on 16/04/2026, Sh. B. K. Gupta reiterated the contents of the petition and submitted that despite regular follow-up with the concerned SDO, the order of the EO had not been complied with to date. He also stated that the required amount had already been paid for payment to the contractor for execution of the work during the tenure of the previous SDO. The Commission called the SDO present in court to explain the present position and the reason for the absence of the concerned XEN. The SDO explained that the revised estimate had been prepared and that the work was still pending as the petitioners had not engaged the empanelled contractor for execution of the work. It was also stated that the XEN could not attend the court due to being preoccupied with other important assignments. The Commission did not find the

explanation for the absence convincing and decided to impose a cost of Rs. 25,000/- on the XEN, besides issuing a show-cause notice under Section 142 of the Electricity Act, 2003. The Commission further noted the unnecessary delay and directed the concerned SDO to comply with the EO's orders within one week and file a compliance report on the next date of hearing. The concerned SE, XEN, and SDO, along with Sh. Kuldeep, the previous SDO, were directed to remain present in court on the next date of hearing.

3. Compliance report submitted by UHBVN on 29.04.2026:

- 3.1 That vide order dated 16.04.2026, the Hon'ble Commission directed the respondents to shift the LT Panel installed in front of the petitioner's premises at Karnal.
- 3.2 That in compliance of the aforesaid order of the Electricity Ombudsman and further in pursuance of the directions issued by the Hon'ble Commission on dated 16.04.2026, it is submitted that the said LT panel has been removed from the front of the petitioner's premises on dated 18.04.2026, in the presence of the petitioner representatives as per their satisfaction.
- 3.3 That the photographic evidence confirming the removal of the LT Panel is enclosed herewith for record and kind perusal of the Hon'ble Commission.

Commission order:

1. The case was heard on 29/04/2026, as scheduled, in the court room of the Commission.
2. At the outset, Sh. Praveen Singh, SDO submitted that the panel has been shifted and the compliance report to that effect already stands submitted.
3. Sh. B.K. Gupta conveyed his satisfaction to compliance made by respondent.
4. Sh. Ramesh Kumar, XEN submitted the reply to the SCN and explained his position with regard to his absence in the previous hearing and requested for waiver of the cost imposed on him.
5. The Commission has considered the petition in detail and heard the submissions advanced on behalf of the parties. The core issue relates to alleged non-compliance with the order dated 16.07.2024 passed by the Electricity Ombudsman, whereby the respondents were directed to shift the LT panel to a feasible location. It has been averred that despite deposit of Rs. 3,170/- on 07.05.2025 and continued pursuit of the matter for the past four years, the directions of the Electricity Ombudsman were not implemented by the respondents.

6. The Commission has taken note of the fact that the shifting work was initially held up on account of objection raised by a neighbouring showroom owner, who placed reliance upon the judgment rendered by the Court of Civil Judge, District Karnal, in Raghbir Singh and Others v. Municipal Corporation, Karnal (Civil Suit No. CS-872/2020, decided on 02.03.2023). In view of the said objection, an alternate site on the G.T. Road divider was identified, for which a No Objection Certificate from the Municipal Corporation, Karnal was required and was accordingly obtained on 14.08.2025. In these circumstances, the respondents cannot be attributed with responsibility for the entire delay.
7. The Commission further notes that, thereafter, the respondents acted with due promptitude in complying with the directions and removed the panel within a period of a week's time.
8. In view of the fact that the substantive grievance with respect to shifting of the panel now stands redressed and the order of the Electricity Ombudsman has been complied with, nothing survives for further adjudication in the present petition. The Commission also accepts the explanation tendered by the XEN and waives the cost imposed.
9. The petition is accordingly disposed of as having been rendered infructuous, with waiver of cost.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 06/05/2026.

Date: 06/05/2026	Sd/- (Shiv Kumar)	Sd/- (Mukesh Garg)	Sd/- (Nand Lal Sharma)
Place: Panchkula	Member	Member	Chairman