



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA
Haryana Electricity Regulatory Commission
Bays No. 33 - 36, Sector - 4, Panchkula-134109
Telephone No. 0172-2572299; Website: - herc.nic.in
E-mail: eo.herc@nic.in

(Regd. Post)

Appeal No. : 7/2024
Registered on : 21.02.2024
Date of Order : 06.03.2024

In the matter of:

Appeal against the order dated 11.01.2024 passed by CGRF UHBVNL, Panchkula in complaint no. UH/CGRF- 276/2023.

Shri Desh Raj, S/o Shri Ram Sarup R/o Shakti Nagar, Dogar Patti, Kaithal. **Appellant**

Versus

1. The Executive Engineer Operation Division, UHBVN, Kaithal.
2. The SDO (Operation) City, Sub Division No. 1, UHBVN, Kaithal. **Respondent**

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Shri Rahul Garg son of appellant

Present on behalf of Respondents:

Shri Sandeep Kumar, SDO ('Op.') City, Sub Division No. 1, UHBVN, Kaithal

ORDER

- A.** Shri Desh Raj has filed an appeal against the order dated 11.01.2024 passed by CGRF, UHBVNL, Panchkula in complaint No. UH/CGRF- 276/2023. The appellant has requested the following relief: -

My Name is Deshraj S/o Shri Ram Sarup R/o Shakti Nagar, Dogar Patti, Kaithal has made a complaint against the UHBVN in CM Window or Consumer Grievances Redressal Forum kaithal but I'm not satisfied from their decision because they did not listen to my complaint and give a decision in favour of UHBVN. So, then e-mail to you for my complaint. Actually, my complaint is that in Nov. 2022 during checking Bijli Board said that your meter shows excess load from sanction load and they packed meter and send them in their lab and in report mention that meter show load 13 kw because of increasing MDI and levied a charge of Rs. 14520/- that was paid from my side.

But the new Meter is ok and MDI is not increasing. It means the default in Meter is not from my side. So, I request you to please think about it and make a decision in the correct form. Meter Account No. 0434200000.

- B.** The appeal was registered on 21.02.2024 as an appeal No. 7/2024 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 06.03.2024.

- C.** The respondent SDO vide email dated 28.02.2024 has submitted reply, which is reproduced as under:

In this connection, it is submitted that a complaint was received through CGRF Kurukshetra vide complaint no. 276/2023 dated 19/12/2023 filed by Sh. Desh Raj having A/C No. 0434200000 category NDS.

As per record it was found that the site was checked by the area in-charge vide LL1 No. 07/11371 dated 26.11.2022 and found that the load is used on higher side than the sanctioned load i.e. S.L. = 5 KW and MDI found recorded as 15.36 KW. Since consumer sanction load is 5.00 KW therefore a penalty of MDI of amount Rs. 14,520/- is charged by this office vide SC&AR no. 05/502. After that on consumer request meter packed vide LL1 No. 47/11470 dated 11.01.2023 for checking in M&T lab and same was checked in M&T lab vide endst. No. 196 dated 18.01.2023. As per lab report the meter accuracy/working found within the permissible limit. But the meter data could not be retrieved/downloaded at Lab UHBVN. So, the meter was sent to firm for retrieval of meter data. As per meter data recovered by firm and shared to this office MDI also found exceeded to 15.36 on dated 16/11/2022. Therefore, the penalty charged vide SC&AR 05/502 of Rs. 14520/- due to MDI exceeded is as per Nigam instruction.

On the basis of above facts, a detailed reply was submitted by this office to the Hon'ble CGRF, and on the basis of reply and facts the complaint was filed on dated 11.01.2024, with directions "that the case is disposed-off without cost to either of the party"

- D.** Hearing was held today, as scheduled. Both the parties were present during the hearing through video conferencing. At the outset, the appellant briefed the appeal and submitted that MDI penalty has been imposed by the respondent SDO whereas no load has been increased by them. The existing meter was replaced by the respondent and no MDI increased in new meter. He requested that the MDI penalty of Rs. 14,520/- may be refunded.

Per contra, the respondent SDO submitted that the site was checked by the area in-charge vide LL1 No. 07/11371 dated 26.11.2022 and found MDI exceeded to 15.36 kW against the sanctioned load of 5 kW. Therefore, a penalty of Rs. 14,520/- was charged vide SC&AR no. 05/502 on account of exceeded MDI. The meter was got checked in M&T lab on consumer request and the meter accuracy/working found within the permissible limit. But the meter data could

not be retrieved/downloaded at Lab UHBVN. So, the meter was sent to firm for retrieval of the data. The meter data recovered by firm revealed that MDI exceeded to 15.36 kW on dated 16.11.2022. Therefore, the penalty charged vide SC&AR 05/502 of Rs. 14,520/- is rightly chargeable as per Nigam instructions.

- E.** After hearing both the parties and going through record made available on file, it is observed that the penalty has been charged on account of MDI exceeded after site verification by the JE/ Area In charge and thereafter accuracy of the meter got checked from M&T Lab which was found within permissible limit. Therefore, there is no merit in the appeal to refund of MDI penalty.

Hence, the order dated 11.01.2024 passed by the CGRF is upheld and the appeal is disposed of accordingly.

Both the parties to bear their own costs. File may be consigned to record.

Given under my hand on 6th March, 2024.

Sd/-

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 6th March, 2024

CC

Memo. No. 4858-64/HERC/EO/Appeal No. 7/2024

Dated: 06.03.2024

1. Shri Desh Raj, S/o Shri Ram Sarup R/o Shakti Nagar, Dogar Patti, Kaithal. (Email gagr7444@gmail.com).
2. The Managing Director, Uttar Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula (Email md@uhbvn.org.in).
3. Legal Remembrancer, Haryana Power Utilities, Shakti Bhawan, Sector- 6, Panchkula – 134109 (Email lr@hvpn.org.in).
4. The Chief Engineer (Operation), Sector - 14, Panchkula (Email ceoppanchkula@uhbvn.org.in).
5. The Superintending Engineer (Operation), Near Dr. Ashwani Garg, Dhand Road Kaithal. (Email seopkaithal@uhbvn.org.in).
6. The Executive Engineer (Operation), UHBVN, Kaithal, 132 KV sub-station Kaithal (Email xenopkaithal@uhbvn.org.in).
7. The SDO (Operation) City, Sub Division No. 1, Hindu school chowk, Jind Road, UHBVN, Kaithal, (Email sdoopno1kaithal@uhbvn.org.in).