



**BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA**  
**Haryana Electricity Regulatory Commission**  
**Bays No. 33 - 36, Sector - 4, Panchkula-134109**  
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(Regd. Post)

**Appeal No. : 10/2024**  
**Registered on : 26.02.2024**  
**Date of Order : 12.03.2024**

**In the matter of:**

**Appeal against the order dated 25<sup>th</sup> January, 2024 passed by CGRF DHBVNL, Gurugram in case No. DH/CGRF/4602/2023.**

Pioneer Sr. Sec. School, Hatt Road, Singhpura, Safidon, District **Appellant**  
Jind, Haryana-126112

Versus

1. The Executive Engineer Operation Division, DHBVN, Safidon **Respondent**  
2. The SDO Operation Sub Division, DHBVN, Safidon

**Before:**

Shri Virendra Singh, Electricity Ombudsman

**Present on behalf of Appellant:**

Shri Rakesh Kumar, Principal

**Present on behalf of Respondents:**

Shri Ankush Garg, SDO Operation Sub Division, DHBVN, Safidon

**ORDER**

**A.** Shri Rakesh Kumar, Principal, Pioneer Senior Secondary School has filed an appeal against the order dated 25<sup>th</sup> January, 2024 passed by CGRF, DHBVNL, Gurugram in complaint No. DH/CGRF/4602/2023. The appellant has requested the following relief: -

I am writing to bring to your attention a matter of concern regarding the recent decision made by the Consumer Grievance Redressal Forum (CGRF), Gurugram (Case No.: 4602/2023), regarding the penalty imposed on Pioneer Sr. Sec. School, Singhpura (Safidon) by DHBVN.

As per the ruling of the CGRF, we appreciate the acknowledgment of our case and the relaxation of a certain amount from the penalty originally imposed on us. However, upon careful review of the decision, we find that the relaxation provided does not adequately address the circumstances and merits of our case.

We firmly believe that the penalty imposed on us by DHBVN was unjust and stemmed from circumstances beyond our control. Despite our diligent efforts to comply with all regulations and requirements, the situation that led to the penalty was unforeseen and beyond our reasonable control.

In light of this, we respectfully request a thorough reconsideration of our case by the higher authorities of DHBVN. We urge you to review the details provided by our legal representatives and take into account the extenuating circumstances that led to the penalty imposition.

Our school values its long-standing relationship with DHBVN and is committed to upholding the highest standards of compliance and cooperation. We believe that a fair and just resolution of this matter will not only restore confidence in our partnership but also uphold the principles of justice and fairness.

We kindly request an opportunity to present our case before the appropriate authorities and seek a resolution that is fair and equitable for all parties involved.

- B.** The appeal was registered on 26.02.2024 as an appeal No. 10/2024 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 12.03.2024.
- C.** The respondent SDO vide email dated 11.03.2024 has submitted reply, which is reproduced as under:

In compliance of the decision passed by Hon'ble CGRF corporate Consumer Grievances Redressal Forum Gurugaon, in the case, the A/c was overhauled on the basis of the PYM consumption as directed by the Hon'ble Forum and a sum of Rs 1,52,327/- has been adjusted through CBO DHBVN Hisar against the Half Margin Amount of Rs. 3,33,330/- and the complaint has also been apprised about adjustment of amount.

However, with regard to the aspect of recalculation of the bill for the period of full closer of the school due to lockdown, it is submitted that the period of full lockdown was form 24.03.2020 to 03.05.2020 and account of the complainant has overhauled from 01.08.2020 to 25.01.2022 which exclude the lockdown period. The left-over period from 24.03.2020 to 31.07.2020 is already billed as per the actual consumption.

- D.** Hearing was held today, as scheduled. Both the parties were present through video conferencing. At the outset, the appellant briefed the appeal submitted that their meter was replaced on 25.01.2022. They paid all bills raised by the respondent. Later on, the respondent added Rs. 3,33,330/- in his bill for period from 24.03.2020 to 25.01.2022 stating meter defective, which is wrong as the school was partially closed due to Corona. Due to lockdown, the school was fully

operational for only 146 days out of the 543 days. The penalty charged may be refunded as the School is a non-profitable organization.

Per contra, the respondent SDO submitted that the appellant has an electric connection bearing account no. 0689061000 having sanction load 33.79 kW. Half margin of Rs. 3,33,330/- was charged by the audit party. However, in pursuance of order passed by CGRF, the half margin was reviewed and the period from 24.03.2020 to 01.08.2020 was not overhauled. The account of the consumer has been re-overhauled from 01.08.2020 to 25.01.2022 on the basis of consumption recorded from 25.08.2019 to 01.08.2020 and Rs. 1,72,959/- (including surcharge of Rs. 20572/-) has been adjusted vide sundry No. 101/44.

**E.** The order dated 25.01.2024 passed by CGRF Gurugram is referred, the operative part of which is as under:

*After considering the reply of both the complainant and SDO and submissions made by them in the hearing, the Forum directed the SDO (OP) City Safidon to adjust the sum of Rs. 100583/- to the complainant in the next billing cycle as per his reply vide his office memo no. 8301 dated 16.01.2024.*

*Further, the Forum observed that the claim of the school, being educational institute be considered sympathetically. The Forum directed the SDO to consider the period of full closure of the school due to lockdown restriction imposed by Hon'ble Prime Minister of India, Govt. of Haryana (Education Department), Deputy Commissioner of District and other Govt. Authorities which are found genuine by the S/divn. as per the list supplied by the school during the year 2020-21 & 2021-22.*

*The Forum directed the S/divn. to recalculate the bill for these periods and only charge fixed charges for the period when school closed fully due to COVID-19 during the restriction period and adjust the amount in the next billing cycle. The case is closed.*

**F.** Having heard both parties and going through the record as made available on file, it is observed that the CGRF has already directed the respondent to consider the period of full closure of the school due to lockdown imposed by Govt. of Haryana in lieu of prevailing Corona and half margin charged has been reviewed accordingly by the respondent SDO. Therefore, the order dated 25.01.2024 passed by CGRF is found in order and upheld.

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 12<sup>th</sup> March, 2024.

Sd/-

**(Virendra Singh)**

**Electricity Ombudsman, Haryana**

**Dated: 12<sup>th</sup> March, 2024**

CC-

**Memo. No. 4903-09/HERC/EO/Appeal No. 10/2024**

**Dated: 13.03.2024**

1. Principal, Pioneer Senior Secondary School, Hatt Road, Singhpura, Safidon, District Jind, Haryana-126112 (Email [pioneersch@gmail.com](mailto:pioneersch@gmail.com)).
2. The Managing Director, Dakshin Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, Vidyut Nagar, Hisar -125005 (Email [md@dhbvn.org.in](mailto:md@dhbvn.org.in)).
3. Legal Remembrancer, Haryana Power Utilities, Shakti Bhawan, Sector- 6, Panchkula – 134109 (Email [lr@hvpn.org.in](mailto:lr@hvpn.org.in)).
4. The Chief Engineer Operation Zone, DHBVN, Hisar (Email [ceophisar@dhbvn.org.in](mailto:ceophisar@dhbvn.org.in)).
5. The Superintending Engineer Operation Circle, DHBVN, Jind (Email [seopjind@dhbvn.org.in](mailto:seopjind@dhbvn.org.in)).
6. The Executive Engineer Operation Division, DHBVN, Safidon (Email [xenopsafidon@dhbvn.org.in](mailto:xenopsafidon@dhbvn.org.in))
7. The SDO Operation Sub Division, DHBVN, Safidon (Email [sdoopcitysafidon@dhbvn.org.in](mailto:sdoopcitysafidon@dhbvn.org.in))