



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA

Bays No. 33-36, Ground Floor, Sector-4, Panchkula-134109

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(Regd. Post)

Appeal No. : 4 of 2026
Registered on : 04.02.2026
Date of Order : 07.04.2026

In the matter of:

Appeal against the order dated 31.12.2025 passed by CGRF, UHBVN Panchkula in case No 313 of 2025

Shri Krishan Pal Walia, S/o Ram Parkash Walia, R/o Ci-36, University Campus, Kurukshetra University, Kurukshetra **Appellant**
Versus

1. The XEN/OP Division, UHBVN, Kurukshetra
2. SDO/OP, Sub Division, UHBVN, Pipli

Respondent

Before:

Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:

Shri Krishan Pal Walia

Present on behalf of Respondents:

Shri Dalbir Singh, SDO/Pipli

Shri. Sanjay Bansal, Advocate

ORDER

- A.** Shri Krishan Pal Walia has filed an appeal against the order dated 31.12.2025 passed by CGRF, UHBVN, Panchkula in case no. 313 of 2025. The appellant has submitted as under: -

Facts of Case:

Even after one year harassment shifting of Transformer not executed by JE/SDO/X En (op) UHBVN Kurukshetra. SDO (op) UHBVN, Pipli (Kurukshetra) replied 12.12.2025 that too, only my application addressed to CGRF, Kurukshetra dated 10.12.2025, telling me to provide ROW. The space for which estimate is prepared reserved for RB (religious building) as per the district and town planning department plan of sector 5. I submitted the district and town planning department plan of sector 5 to JE Naresh Kumar of UHBVN Pipli. Already, a water cooler is installed adjacent to that place for which the estimate is prepared. Now, after one year SDO (op) is telling to provide ROW for RB (religious building). Moreover, I requested for an alternate place in writing near to that place for which estimate is prepared, where already a transformer is fixed and ready to pay the cost of revised estimate if necessary.

Grounds for Appeal:

1. Even after giving applications and many reminders, the concerned JE/SDO/X En (op) UHBVN Kurukshetra, UHBVN, Pipli (Kurukshetra) did not take any action for shifting already installed transformer behind my plot and the applicant was harassed thereby.

2. The said authorities are asking the applicant to provide clearance on right of way, whereas the place where transformer is to be shifted is govt. property as per the map of district and town planning. The said map is being attached herewith for ready reference.
3. Initially on dated 14.02.2025, an amount of ₹ 1,18,080/- was deposited by the applicant for transferring the said transformer as asked by the UHBVN, but no action has been taken till date.
4. In the decision CGRF did not call me for any hearing and not taken into consideration reply submitted by me on dated 22.12.2025 to SDO (op), in response to his letter no. 2674 dated 12.12.2025 sent by speed post to me and received by me 18.12.2025.
5. In the decision CGRF overlooked the delay caused by concerned JE, SDO & X En of UHBVN Pipli (Kurukshetra).

Prayer:

It is humbly requested to the Honorable Electricity ombudsman that my application dated 17.12.2024 attached herewith, may kindly be considered and the said transformer may be shifted from the back side of my plot, to avoid any mis-happening near to my plot and on the way during execution of construction so as to provide justice to the applicant.

Declaration:

I Krishan Pal walia s/o Ram Parkash Walia resident of Ci-36, University Campus, Kurukshetra University Aadhar No. 837358428622 hereby declare that above mentioned facts and particulars are true and correct as per my knowledge and belief and nothing has been concealed therein and no matter is pending/decided by any other court or tribunal.

- B.** The appeal was registered on 04.02.2026 as an appeal No. 4 of 2026 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 06.03.2026.
- C.** Vide email dated 05.03.2026 counsel of respondent has submitted reply which is as under:

PRELIMINARY OBJECTION: -

1. That at present the delay in execution of work is solely due to the Right of Way dispute and not due to any lapse on the part of the Nigam. In this regard Ld. Forum has observed in its decision that notice regarding the Right of Way (ROW) issue has been sent to the complainant/appellant by SDO/respondent vide Memo No. 2674 dated 12-12-2025 (Annexure R-6) and the complainant/appellant has also been requested to sort-out the ROW issue amicably. As assured by SDO/respondent, as and when, the Right of Way

issue is resolved at his/ complainant's level and the site is made available without any hindrance and thereafter the work will be carried out promptly. At present, the delay in execution of work is solely due to the ROW dispute and not due to any lapse on the part of the Nigam. The respondent department is fully willing to complete the work at the earliest upon resolution of the ROW issue. The Forum found the reply of SDO/respondent in order. The Forum further directs that on resolving the issue regarding providing of ROW by the complainant, his work be expedited on priority.

SUBMISSIONS:-

1. That the appellant Sh. Krishan Pal Walia, had applied for shifting of a 200 KVA distribution transformer from one location to another (Annexure R-1). After receipt of the application, site inspection was carried out and the estimate was prepared and approved by the competent authority. The approved Estimate No. A.K.-2047/2024-25 amounting to Rs. 1,18,080/- (One Lakh Eighteen Thousand Eighty only) was deposited by the appellant vide Receipt No. 104728319 dated 14-02-2025 in the office of the respondent department (Annexure R-2).
2. That it is pertinent to mention here that the appellant had submitted an affidavit regarding availability of Right of Way (ROW) for execution of the work. Copy of affidavit is annexed as Annexure R-3.
3. That when the field staff reached the site to carry out the transformer shifting work, objections were raised by local villagers regarding ROW and the work was not allowed to be executed. Due to this reason, the work had to be stopped. The local villagers raised objections regarding ROW as the transformer is installed on the back side of the appellant's plot and the transformer site comes under the location of village Devi Dass Pura. In this regard, written complaints from the local villagers have also been received in the office of the respondent department (Annexure R-4 & R-5).
4. That it is clarified that the shifting of the transformer shall be carried out by the respondent department as per rules; however, providing clear and dispute free ROW and resolution of local objections is the responsibility of the appellant. A notice regarding the Right of Way (ROW) had been sent to the appellant vide memo no. 2674 dated 12-12-2025 (Annexure R-6) and requested to sort-out the ROW issue amicably, as and when the ROW issue is resolved and the site is made available without any hindrance and there after work will be carried out promptly.
5. That it is pertinent to mention here that as per Sales Circular No. U-19/2023 dated 21-08-2023, Arranging the Right of Way (ROW) shall lie in the scope of beneficiary. Copy of Sales Circular No. U-19/2023 is annexed as Annexure R-7. The respondent department is fully willing to complete the work at the earliest upon resolution of the ROW issue.

So it is, therefore, prayed that keeping in view the above contentions of the respondent department the present appeal of the appellants may kindly be dismissed. And pass any other order in favour of respondent in the interest of justice.

- D.** The hearing in this matter was held on 06.03.2026 as scheduled. Both the parties were present during hearing.

Submissions of the Appellant The Appellant submitted that he had deposited ₹1,18,080/- on 13.02.2025 against Estimate No. AKC-2047/2024-25 for shifting of the 200 KVA transformer installed behind Plot No. 1399, Sector-5, Kurukshetra. He further stated that he had also furnished the requisite affidavit assuring availability of Right of Way (ROW). Despite the lapse of more than one year and repeated follow-ups, the work has not been executed. He alleged that the CGRF order dated 31.12.2025 was passed without affording him an opportunity of hearing and without supplying a copy of the order in time. He prayed for directions to the Nigam to execute the shifting work, if necessary, by providing police protection and deputing a Duty Magistrate.

Submissions of the Respondents Learned counsel for the Respondents, assisted by SDO (OP), Pipli, submitted that:

- (i) The estimate was sanctioned and the amount was duly deposited by the Appellant;
- (ii) The Appellant had furnished an affidavit (Annexure R-3) confirming availability of ROW;
- (iii) When the field staff reached the site for execution, local residents of Village Devi Dass Pura raised strong objections and physically prevented the work (written complaints – Annexure R-4 & R-5);
- (iv) As per Sales Circular No. U-19/2023 dated 21.08.2023, the responsibility of arranging clear, dispute-free Right of Way lies squarely on the beneficiary (the Appellant); and
- (v) The CGRF order dated 31.12.2025 had already directed the Appellant to resolve the ROW issue, after which the Nigam would expedite the work.

The Respondents clarified that deployment of police force in a single-beneficiary shifting case would likely escalate into a law-and-order situation and is not warranted. They also submitted that even the alternate site proposed by the Appellant falls under public land, and ROW clearance remains the Appellant's responsibility.

Consideration and Interim Directions

After hearing both parties and perusing the record, it is observed that the core impediment to execution of the sanctioned work is the dispute regarding Right of

Way raised by local residents of Village Devi Dass Pura. While the Nigam is duty-bound to execute the work once a clear and dispute-free site is made available, the responsibility to arrange and provide such ROW lies primarily with the beneficiary (the Appellant) as per the Nigam's Sales Circular No. U-19/2023 and the affidavit furnished by him.

In order to break the deadlock and to ensure that the matter is resolved amicably at the earliest, the following interim directions are issued:

1. The SDO (OP), Sub-Division, Pipli shall convene a meeting in his office within 10 (ten) days from the date of receipt of this order. The meeting shall be attended by:
 - o The Appellant (or his duly authorised representative);
 - o Representatives of the objecting residents of Village Devi Dass Pura; and
 - o Any other concerned stakeholders.
2. The purpose of the meeting shall be to arrive at a mutually acceptable solution regarding provision of clear, dispute-free Right of Way for shifting of the 200 KVA transformer, either at the originally proposed site or at any other technically feasible alternate location suggested by the Appellant on government land.
3. The SDO (OP), Pipli shall prepare detailed Minutes of Meeting (MOM) recording the discussions, the resolution arrived at (or reasons for non-resolution), and the signatures of all participants. The duly signed MOM shall be submitted to this office within 15 days of the meeting, with a copy to the Appellant.
4. The Appellant, being the beneficiary, is directed to take proactive steps to persuade the objecting parties and to furnish any additional documents or undertakings required for resolution of the ROW issue (being in his preview).

The matter is schedule for further hearing on 06.04.2026.

- E.** Vide email dated 15.03.2026 appellant has submitted Minutes of the meeting held on 13.03.2026 in respect of Appeal No. 4/2026 in pursuance of the interim order dated 06.03.2026 which is as under:-

“With reference to the subject cited above, the following is submitted for your information please: -

1. A call received from cell No. 9255141398, regarding meeting is fixed in the office of SDO (op) UHBVN Dalbir Singh on 13.03.2026 at 10:00 am.
2. I attend the meeting and requested in Hindi language to Mr. Kartar Singh (the person who raised an objection for the site which estimate was prepared by the office of SDO (op) of UHBVN regarding shifting of transformer behind the plot no. 1399 sector-5 Kurukshetra) in presence of SDO Dalbir Singh, J.E. Naresh Kumar and two other persons of sector-3, who came with Mr. Kartar Singh and later on in the office of Executive Engineer in his presence. The contents of that conversation are placed below for your reference.

“आदरणीय महोदय ! आप सामाजिक और राजनैतिक आदमी है, और मैं आप से हाथ जोड़ कर प्रार्थना करता हूँ की मझे आपने पड़ोस में रहने पड़ोस में रहने की लिए माकन बनाने दें ! उन्होंने कहा मुझे कोई ऐतराज नहीं है ! फिर मैंने उनसे पूछा की कृपया ये बताए आपको बिजली विभाग द्वारा चुनी गई जगह पर ट्रांसफॉर्मर रखने में क्यों आपत्ति है ? इस पर श्री मान करतार सिंह जी ने कहा की उस जगह पर कोर्ट का स्टे है ! इस बात पर मैंने कहा की अगर उस जगह पर कोर्ट का स्टे है तो और आपके पास इस से सम्बन्धित कोई दस्तावेज है कृपया उसकी एक फोटोकॉपी बिजली विभाग को जमा करवायें ताकि उन दस्तावेजों अवलोकन किया जा सके ! मेरे इतना कहने की बाद भी बिजली विभाग के किसी भी अफसर ने तो वो दस्तावेज मांगे और न ही दिखने या जमा करने की लिए कहा, इस बात की मुझे बहुत हैरानगी हुई ! उसके बाद मैंने श्री मान करतार सिंह जी से प्रार्थना की जहाँ पर वाटर कूलर लगा है उसके पीछे लगाना ट्रांसफॉर्मर ठीक रहेगा ! इस पर उन्होंने कहा की वो जगह तो हुडा की है ! उस पर भी उनको एतराज है की कल को हुडा उस जगह से ट्रांसफॉर्मर हटवाएगा तो बिजली विभाग उसको नहीं हटायेगा और इस बात को पर उन्होंने **SDO** साहिब से कहा की आप लिखे कर दें की कल को हुडा उसको वाटर कूलर की जगह या उसके आस पास नहीं लगवाएगा ! मैंने हर तरीके से उनसे प्रार्थना की आप कोई और जगह बता दें, मैं वहाँ पर भी अगर विभाग कोई अतिरिक्त खर्चा देना निकले गा तो मैं वो भी विभाग को भर दूंगा ! परन्तु कोई लाभ नहीं हुआ ! और बाद में **SDO Dalbir Singh** हम सब को **Executive Engineer** के पास ले गए पर वहाँ भी श्री मान करतार सिंह जी का वही रवैया रहा ! “

F. Vide email dated 18.03.2026, Respondent SDO has submitted Minutes of the meeting in compliance of interim order dated 06.03.2026 passed by the Hon'ble Electricity Ombudsman Haryana which is as under:-

Subject: Meeting regarding Right of Way (ROW) issue for shifting of 200 KVA Transformer in compliance with the Interim Order dated 06.03.2026 passed by the Hon'ble Electricity Ombudsman, Haryana in Appeal No. 4 of 2026

Date of Meeting: 13.03.2026

Venue: Chamber of XEN/OP Division, UHBVN, Kurukshetra

Time: 11:20 AM

The meeting was convened in compliance with the Interim Order dated 06.03.2026 passed by the Hon'ble Electricity Ombudsman, Haryana in Appeal No. 4 of 2026 titled "**Shri Krishan Pal Walia Vs. XEN/OP Division, UHBVN Kurukshetra & Others.**"

The purpose of the meeting was to explore a mutually acceptable solution regarding provision of clear and dispute-free Right of Way (ROW) for shifting of the 200 KVA transformer installed behind Plot No. 1399, Sector-5, Kurukshetra, either at the originally proposed site or at any other technically feasible alternate location.

Participants Present in the Meeting

The following persons attended the meeting:

Officers/Officials of UHBVN

1. Sh. Bhupinder Singh, XEN/OP Division, UHBVN, Kurukshetra
2. Er. Dalbir Singh, SDO/OP, Sub Division UHBVN, Pipli (Mob: 9315609792)
3. Sh. Virbhan Mehra, Deputy Superintendent, OP Division, Kurukshetra
4. Sh. Naresh Kumar, JE, Sub Division UHBVN, Pipli (Mob: 9315044507)

Residents / Stakeholders 5. Sh. Kartar Singh, H. No. 520, Sector-3, Kurukshetra (Mob: 7027700009) 6. Sh. N. K. Sharma, Sector-3, Kurukshetra (Mob: 9354566230) 7. Sh. Rajesh Saini, Kurukshetra (Mob: 9896031603)

Appellant / Beneficiary Sh. Krishan Pal Walia, CI-36, Kurukshetra University Campus, Kurukshetra (Mob: 9416550044).

Proceedings of the Meeting.

The meeting commenced with the XEN/OP Division, UHBVN, Kurukshetra explaining the background of the case and the directions issued by the Hon'ble Electricity Ombudsman, Haryana.

During the discussions Sh. Krishan Pal Walia (Appellant) requested that the 200 KVA transformer be shifted at the earliest, as the sanctioned estimate amount of ₹1,18,080/- had already been deposited and the work had been pending for a long period.

1. The Appellant also informed that he had already submitted the required affidavit regarding availability of Right of Way (ROW) earlier.
2. The representatives/residents present in the meeting raised objections regarding the shifting of the transformer at the proposed location and expressed their concerns.
3. UHBVN officials clarified that the execution of work can only be carried out once a clear and dispute-free Right of Way is available at the site. It is also decided that the deposited amount Rs. 118080/- can be refunded any time if the consumer not get ROW or solution of the matter.
4. The possibility of shifting the transformer at an alternate technically feasible location was also discussed during the meeting.

Outcome of the Meeting.

After detailed and prolonged discussions, efforts were made to reach a mutually acceptable solution between the parties regarding the Right of Way (ROW). However, no mutual understanding or agreement could be reached between the Appellant and the objecting residents regarding the location for shifting of the transformer.

Conclusion: -

Since the matter could not be resolved amicably during the meeting, the same is being recorded and submitted to the Hon'ble Electricity Ombudsman, Haryana in compliance with the Interim Order dated 06.03.2026.

Respondent SDO further submitted as under:-

“With reference to the subject cited above, it is submitted that, in compliance with the interim order dated 06.03.2026 passed by the Hon'ble Electricity Ombudsman, Haryana, in Appeal No. 4 of 2026 (Shri Krishan Pal Walia vs. XEN/OP Division, UHBVN, Kurukshetra & Others), a meeting was convened on 13.03.2026 at the office of the XEN/OP Division, UHBVN, Kurukshetra. The said meeting was attended by the Appellant, officials from UHBVN, and representatives of the Villagers. During the meeting, detailed deliberations were held regarding the provision of a Right of Way (ROW) for the relocation of the 200 KVA transformer. However, despite

extensive discussions and efforts, no mutual consensus could be reached between the Appellant and the objecting residents regarding the specific location for the relocation of the transformer.

Therefore, the Minutes of Meeting are hereby forwarded to your esteemed office for information and for the issuance of necessary instructions.”

- G.** The hearing in this matter was held on 06.04.2026 as scheduled. Both the parties were present during hearing.

BRIEF FACTS OF THE CASE

The Appellant is the allottee of Plot No. 1399, Sector-5, Urban Estate, Kurukshetra, allotted by HSVP. A 200 KVA distribution transformer is presently installed immediately behind the said plot. The Appellant applied for shifting of the transformer to facilitate construction on his plot. An estimate bearing No. A.K.-2047/2024-25 amounting to ₹1,18,080/- was duly prepared, approved and deposited by the Appellant on 14.02.2025. The Appellant also furnished an affidavit affirming availability of clear Right of Way (ROW).

When the Nigam's field staff reached the site for execution, local residents of Village Devi Dass Pura raised strong and persistent objections, contending that the proposed site falls within the village area and that a property dispute between two brothers is pending adjudication before the competent Civil Court in respect of the land where the water cooler is installed (the very site identified for shifting). The work could not be executed. The SDO (OP), Pipli, vide Memo No. 2674 dated 12.12.2025, called upon the Appellant to resolve the ROW issue amicably. The Consumer Grievance Redressal Forum (CGRF), UHBVN, Panchkula, vide its order dated 31.12.2025, upheld the stand of the Nigam and directed the Appellant to resolve the ROW dispute, after which the Nigam was to expedite the work.

Aggrieved by the aforesaid order, the Appellant preferred the present appeal, praying, *inter alia*, for directions to the Nigam to shift the transformer, if necessary, with police protection and deputation of a Duty Magistrate.

SUBMISSIONS OF THE APPELLANT

The Appellant submitted that he had deposited the entire estimated amount more than one year ago and had also furnished the requisite ROW affidavit. Despite repeated follow-ups, the work remains unexecuted. He contended that the proposed site is government land as per the District Town Planning map and that a water cooler already exists adjacent to it. During the meeting held on 13.03.2026 pursuant to the interim order dated 06.03.2026, the objecting resident produced no documentary proof of any court stay or legal impediment. The Appellant prayed for immediate execution of the work, if necessary with police assistance and deputation of a Duty Magistrate. He further asserted that the Nigam had earlier installed certain poles without obtaining ROW clearance from the residents and that it was

inequitable on the part of the Nigam to have sanctioned the estimate and accepted the deposited charges if ROW was not available.

SUBMISSIONS OF THE RESPONDENTS

Learned counsel for the Respondents, assisted by the SDO (OP), Pipli, submitted that:

1. The estimate was sanctioned and the amount was deposited by the Appellant.
2. The Appellant had furnished an affidavit regarding availability of ROW.
3. On reaching the site, local villagers of Devi Dass Pura raised strong objections and physically prevented execution of the work (written complaints – Annexure R-4 & R-5 to the reply).
4. As per Sales Circular No. U-19/2023 dated 21.08.2023, arranging clear and dispute-free Right of Way is the sole responsibility of the beneficiary/applicant.
5. A meeting was convened on 13.03.2026 in compliance with the interim order dated 06.03.2026. The Minutes of Meeting record that, despite prolonged discussions, no mutually acceptable solution could be reached.
6. The site near the water cooler, where the Appellant desires the transformer to be shifted, is itself embroiled in a property dispute between two brothers pending before the Civil Court.
7. The existing 200 KVA transformer is located on village Devi Dass Pura land and is at sufficient electric clearance from the Appellant's plot. The HT lines feeding HSVP sectors, for which certain poles were earlier erected, are distinct and cater to a large number of residents; the same cannot be equated with the present single-beneficiary private shifting case.
8. Deployment of police force or a Duty Magistrate in a purely private, single-beneficiary shifting case is neither warranted nor advisable, as it is likely to escalate into a serious law-and-order situation.
9. The Nigam remains ready to execute the work promptly once clear and dispute-free ROW is provided by the Appellant.

The Respondents prayed for dismissal of the appeal and offered to refund the deposited amount in case the ROW issue could not be resolved.

Decision

After hearing both the parties and going through the record made available on file, I have carefully perused the entire record, including the appeal, the detailed reply of the Nigam along with annexures, Sales Circular No. U-19/2023 dated 21.08.2023, the CGRF order dated 31.12.2025, the interim order dated 06.03.2026, the Minutes of Meeting dated 13.03.2026, the Appellant's letter dated 18.03.2026 and the submissions made by both sides during the hearing today.

It is an admitted position that the core impediment to execution of the sanctioned work is the persistent dispute regarding Right of Way raised by local residents of Village Devi Dass Pura, coupled with the fact that the proposed shifting site near the water cooler

is itself subject to a pending civil suit between two brothers. The Appellant has made sincere efforts to resolve the issue, including participation in the meeting convened pursuant to the interim order. However, no amicable resolution could be arrived at, as explicitly recorded in the Minutes of Meeting.

Sales Circular No. U-19/2023 dated 21.08.2023 issued by UHBVN explicitly provides under Clause 2(iii) that "Arranging the Right of Way shall lie in the scope of beneficiary." The Appellant, being the beneficiary, had voluntarily furnished an affidavit to this effect, on the strength of which the estimate was sanctioned and the amount accepted. The responsibility to provide clear, dispute-free ROW therefore squarely and exclusively rests upon the Appellant. The Nigam cannot be directed to execute the work in the face of active resistance and objections from local residents, more so when the proposed site itself is embroiled in a court dispute. Any such direction would inevitably lead to a law-and-order situation, which this Forum is neither empowered nor inclined to create in a purely private, single-beneficiary shifting case. The request for police protection and deputation of a Duty Magistrate is, therefore, declined as being unsustainable in law and facts.

The distinction drawn by the Respondents between the HT lines feeding HSVP sectors (serving a large consumer base) and the present 200 KVA village transformer is valid and well-founded. The Appellant's grievance regarding earlier erection of poles without ROW in respect of HT lines does not advance his case, as those lines are distinct and serve public interest of a different order.

The Nigam has retained the deposited amount of ₹1,18,080/- for more than one year without execution of work. While the delay is primarily attributable to non-availability of clear ROW, the prolonged retention of the amount without any progress is not justified. In the interest of justice and equity, and keeping in view the fact that the Appellant has been unable to provide clear and dispute-free ROW despite sufficient opportunities, the following directions are issued:

1. The Respondents (UHBVN) are hereby directed to refund the entire deposited amount of ₹1,18,080/- along with simple interest @ 6% per annum from the date of deposit i.e. 14.02.2025 till the actual date of refund. The refund shall be made through Account Payee Cheque / NEFT / RTGS within 15 days from the date of receipt of a copy of this order. The Nigam shall file compliance report before this office with a copy to the Appellant.
2. The Appellant is granted liberty to get the work of shifting of the 200 KVA transformer executed under the Self-Execution Scheme through any contractor registered with the Operation Circle, UHBVN, Kurukshetra. However, the responsibility of arranging and providing clear, dispute-free Right of Way at the proposed or any alternate technically feasible location shall continue to vest exclusively with the Appellant/beneficiary as per Sales Circular No. U-19/2023. The

Nigam shall extend full technical cooperation for the said self-execution once valid ROW is furnished by the Appellant.

The order of the CGRF dated 31.12.2025 is modified to the extent indicated above. In all other respects, the stand of the Nigam is upheld.

There shall be no order as to costs.

The appeal stands disposed of accordingly.

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

Given under my hand on 07th April, 2026.

Sd/-
(Rakesh Kumar Khanna)
Electricity Ombudsman, Haryana

Dated: 07.04.2026

CC:

Memo No.55/EO/HERC/Appeal No. 4/2026

Dated:08.04.2026

To

1. Shri Krishan Pal Walia, S/o Ram Parkash Walia, R/o Ci-36, University Campus, Kurukshetra University, Kurukshetra (Email: walia110569@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 (Email lr@hvpn.org.in).
4. The Chief Engineer (Operation), Uttar Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula (Email ceoppanchkula@uhbvn.org.in).
5. The Superintending Engineer (Operations), UHBVN, Kurukshetra, Near Gymkhana Club, 3rd Floor, UHBVN Bldg, Sec 8, Kurukshetra. (Email seopkurukshetra@uhbvn.org.in)
6. XEN/OP Division, UHBVN, Kurukshetra, Divisional Office, Near Gymkhana Club, IInd Floor, UHBVN Bldg, Sec 8, Kurukshetra (Email xenopkurukshetra@uhbvn.org.in)
7. SDO/OP, Sub Division, UHBVN, Pipli, S/D Pipli, Near Gymkhana Club, GND Floor, UHBVN Bldg, Sec 8, KKR (Email sdooppipli@uhbvn.org.in)