



THE ELECTRICITY OMBUDSMAN, HARYANA
Haryana Electricity Regulatory Commission
Bays No. 33 - 36, Sector – 4, Panchkula-134109
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Appeal No. : 23/2013
Received on: 15.07.2013
Registered on: 16.07.2013
Date of hearing: 07.08.2013 &
05.09.2013
Date of Order: 06.09.2013

In the matter of:-

Appeal against the order in Case No. 726/2013 dated 22.05.2013 passed by the Forum for Redressal of Consumer Grievances, DHBVNL, Hissar.

Smt. Neelam Chawla w/o Sh. Parmod Chawla, House No. 382, Sector-13, Hissar.

Appellant /Complainant

Versus

DHBVNL

Respondents/Opposite Party

Before:

Er. A.K. Jain, Electricity Ombudsman

Present on behalf of appellant:

- 1. Sh. V.K Chawala authorised representative of the appellant.**
- 2. Sh. N.S. Choudhary authorised advocate of the appellant.**
- 3. Mrs. Neelam Chawla**

Present on behalf of respondents:

- 1. Sh. Rajender Singh, (Paghal) Advocate**
- 2. Sh. Sandeep Kumar, UDC working in the O/o. AGM, Civil Line, Hissar.**

ORDER

Smt. Neelam Chawala W/o Sh. Parmod Chawla, #382, Sector-13, Hissar has filed an appeal against the order dated 22.05.2013 of CGRF, DHBVNL, Hissar in case No. 726/2013 stating that she is not satisfied with the impugned orders.

The brief facts of case are as under:

1. That Smt. Neelam Chawla has got a domestic electricity connection bearing Account No. EE-01-1206 falling under the jurisdiction of AGM, Civil Line Sub Division, DHBVN, Hissar.

2. That during the billing month October, 2012 the meter recorded consumption of 3224 units against which she represented to local officer of the respondent department that this much electricity cannot be consumed and her meter has gone defective.
3. As her grievances were not resolved by the local officers of the respondent department she represented to CGRF with the request that her electricity bill may be got corrected as she cannot consumed that much electricity and her meter has gone defective/jumped.
CGRF considered her case and passed the following order.

“After going through the case file, the information/documents supplied by the appellant as well as by the respondent on date of hearing and discussion held during the course of hearing in the case, this Forum has decided/concluded that account for the month 09/2012 to 12/2012 be overhauled as per SMI and case is closed from this Forum. The Forum disposed the petition without any cost on either side and case is closed from the Forum”.

4. Still not satisfied with the above impugned orders of CGRF, she has filed the present appeal with the prayer that her excessive bill due to defective meter may be corrected.

Both the parties were called to present their case. At the onset the Learned Counsel for the respondents stated that the appeal is time barred. However, as per the record it was noticed that the CGRF had dispatched their order dated 22.05.2013 on 12.06.2013. The appeal was filed/ received in the office of Electricity Ombudsman on 15.07.2013. Giving seven days for postal transit for CGRF order, it is observed that appeal is within limitation period of 30 days as such the objection of Learned Counsel of the respondent was overruled.

The appellant stated that 3224 units for two months has never been recorded in the history of the connection. They are middle class family and this much consumption is not possible. The respondent SDO in his reply has stated that the consumer account has already been overhauled and ₹ 4129/- have been refunded.

Analysis of the case

The consumption pattern of the consumer for the year 2011, 2012 and 2013 as submitted by the respondent SDO is given in the following table.

Y/M	2011			2012			2013		
	FR	IR	Units	FR	IR	Units	FR	IR	Units
Jan				9665	9173	492			
Feb	5006	4478	528	10160	9665	495	623	3	620
Mar									
Apr	5765	5006	759	10633	10160	473	1154	623	531
May									
Jun	6263	5765	498	11378	10633	745	2500	1154	1346
Jul									
Aug	7765	6263	1502	12083	11378	705			
Sep									
Oct	8548	7765	783	15307	12083	3224			
Nov									
Dec	9173	8548	625	15307	15307	2160 Avg			

From the above consumption pattern it is observed that the consumption of 3224 units is abnormally on higher side due to some defect creeping in the meter during the billing cycle October,

2012. The meter was ultimately found to be dead stop in December, 2012 when the respondent department changed the meter.

The CGRF has rightly concluded that the account of the consumer for the months from September, 2012 to December, 2012 be overhauled as per the Sales manual Instructions. Probably the order lacks clarity due to which the appellant still felt aggrieved and respondent SDO could not take any action as per the orders of the CGRF.

In view of the above discussions, information/documents supplied by both the parties, arguments held and to impart more clarity to the order of the CGRF, it is directed that consumer account for billing cycles October, 2012 (3224 unit, charged 2160 units Average) and December, 2012 (charged 2160 units average) may be overhauled on the basis of corresponding billing cycles of October, 2011 (783 units) and December, 2011 (625 units).

Appeal is disposed off as per the above terms.

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

Given under my hand on this day of 06th September, 2013.

Dated: 6th September, 2013

(A.K. Jain)
Electricity Ombudsman, Haryana