

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

Case No. HERC/Petition No. 32 of 2022

Date of Hearing : 27.10.2022

Date of Order : 19.12.2022

In the Matter of

Petition Under Section 142 read with Section 146 & Section 149 of the Electricity Act, 2003 read with Haryana Electricity Regulatory Commission (Forum and Ombudsman) Regulations 2020 for issuance of direction to the Respondents to comply with the orders dated 31.08.2021 of the Forum for Redressal of Consumer Grievances, DHBVNL, Gurugram.

Petitioner:

Mr. Ravijeet Singh Director M/s Groovie Motels Private Limited,
Mehrauli Road, Gurugram

Vs.

Respondents:

1. Dakshin Haryana Bijli Vitran Nigam, Vidyut Nagar, Hisar through its Managing Director.
2. XEN Operation City Division DHBVNL, Gurugram.
3. SDO Operation Sub-Division DHBVNL, CCC IDC Gurugram.

Present:

On behalf of the Petitioner:

none

On behalf of the Respondents:

1. Ms. Sonia Madan, Advocate for DHBVN
2. Sh. Sattar Khan, XEN OP City Division, DHBVNL, Gurugram.

QUORUM

**Shri R.K. Pachnanda, Chairman
Shri Naresh Sardana, Member**

Interim Order

1. The case was heard on 27.10.2022, as scheduled, in the court room of the Commission.
2. At the outset, Ms. Sonia Madan, counsel for DHBVN submitted that the payment of interest i.e. Rs. 40,053/- through a cheque dated 13.10.2022 has been made to the consumer as per the relevant Regulations of the Commission. The management of the respondent has taken a strict view of delay in implementation of CGRF's order and initiated disciplinary proceedings against delinquent officials as per DHBVN (Punishment & Appeal) Regulation, 2019. The counsel further stated that, since the order of CGRF has been fully complied with, therefore, they pray that notice under section 142 read with section 146 of the Electricity Act, 2003 may not be issued to the licensee.
3. Upon hearing the respondent, the Commission observes that the order of CGRF was implemented only after the petitioner approached the ombudsman and the Commission. Even thereafter compensation @ Rs. 100 subject to maximum of Rs 10,000 as per the HERC Standards of Performance of Distribution Licensees and Determination of Compensation Regulations, 2020 has not been made for the inordinate delay as claimed by the consumer. It is an admitted fact that DHBVN has failed to implement the order within the stipulated time as per the regulations, thus causing unnecessary harassment to the consumer. This reflects apathetic approach of the licensee towards the consumers. Therefore, the DHBVN should report compliance of the CGRF's order within one week failing which the Commission will be constrained to take action under the Electricity Act, 2003 for non-compliance of the order within the time frame besides payment of compensation for inordinate delay and mental agony caused to the consumer.

4. The matter to come up again on 04.01.2023

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 19/12/2022.

Date: 19.12.2022

(Naresh Sardana)

(R.K. Pachnanda)

Place: Panchkula

Member

Chairman

HERC