



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
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(Regd. Post)

Appeal No. : 33/2021
Received on : 26.11.2021
Registered on : 16.12.2021
Date of order : 30.12.2021

In the matter of: -

Appeal against the order dated 25.11.2021 passed by CGRF, UHBVN, Kurukshetra in case No.148/2021.

Sh. Pawan Kumar Goyal S/o Sh. Balwant Rai Goyal, Arjun Nagar, Gali No.3, Near Atta Chakki, Siwan Road, Kaithal

Appellant/Complainant

Versus

UHBVNL

Respondents

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Sh. Pawan Kumar Goyal

Sh. Sunny Goel

Present on behalf of Respondents:

Sh. Sandeep Taak, SDO (OP), Sub Division No.1, Kaithal.

ORDER

1. Sh. Pawan Kumar Goyal S/o Sh. Balwant Rai Goyal, Arjun Nagar, Gali No.3, Near Atta Chakki, Siwan Road, Kaithal has filed an Appeal against the order dated 25.11.2021 passed by CGRF, UHBVN, Kurukshetra in case No.148/2021. The Appellant submitted as under: -

निवेदन है कि मैं पवन कुमार गोयल उम्र 73 वर्ष पुत्र श्री बलवंत राय गोयल निवासी अर्जुन नगर गली नं० 3 नजदीक आटा चक्की कैथल का निवासी हूँ। यह कि मेरे पिताजी के नाम एक मीटर नं० 3362790000 लगा हुआ है जिसका बिजली बिल मेरे द्वारा भरा जा रहा है। मैंने एक दरखास्त 09.08.2021 को एस०डी०ओ० आपरेशन उपमण्डल नं० 1

यू0एच0बी0वी0एन0एल0 कैथल में मीटर तेज चलने बारे दी थी। जिस पर बिजली बोर्ड के कर्मचारियों / अधिकारियों द्वारा 390/- रुपये मीटर टैस्टिंग के भरवा लिए गए। करीब एक महीना बीत जाने के बाद बिजली बोर्ड द्वारा 20.09.2021 को मेरा Single Phase की जगह पर Three Phase का मीटर लगा दिया। उसके बाद मुझे पत्र क्रमांक 3416 दिनांक 28.08.2021 प्राप्त हुआ जिसमें मुझे 20.09.2021 को L & T Laboratory, 132 KV Power Colony, Near ITI Jind Road, Kaithal में बुलाया गया। जब मैं 20.09.2021 को गया तो 2-3 घंटे बैठाने के बाद मुझे कहा गया कि आपका यह बिजली मीटर कैथल लैब मैं टैस्ट नहीं होगा और कहा कि बिजली बोर्ड के dated 18-06-2021 Circular के अनुसार कोई भी मीटर लैब में टैस्ट नहीं होगा जबकि मीटर को चैक मीटर से उसकी रीडिंग को चैक किया जा सकता है। बिजली बोर्ड के कर्मचारियों / अधिकारियों द्वारा जान बुझकर मुझे परेषान करने के इरादे से मेरा Single Phase की जगह पर Three Phase Meter और बाद में मीटर लैब टैस्टिंग के नाम पर परेषान किया गया।

उसके बाद 03.11.2021 को Consumer Grievances Redressal Forum, Kurukshetra, Chairperson Sh. R.K.Sharma द्वारा आदेश पारित किए गए कि आप पुराने मीटर को चैक मीटर के तौर पर लगा कर चैक कर सकते हो। उसके बाद दिनांक 22.11.2021 को जब बिजली बोर्ड के कर्मचारी मेरे पुराने मीटर को उतारने के लिए आए तब उनकी गलती के कारण वह मेरा पुराना मीटर जल कर सड़ गया। यह कि बिजली बोर्ड के कर्मचारियों द्वारा 03.11.2021 से 11.11.2021 तक मीटर की रीडिंग ली गई। जिसमें कुल रीडिंग ही 35 यूनिट चले जिसमें Difference का पता लगना बहुत मुश्किल है।

श्रीमान, मैं आपके ध्यान में लाना चाहता हूँ कि दिनांक 16.11.2021 को मेरी चेयरमैन साहब ने कहा कि 3-5 दिन में रीडिंग का पता नहीं चलता। आप हमें लिखकर दरखास्त भेज दे आपकी चैक मीटर की डेट बढ़ा दें। जिस पर एस0डी0ओ0 कार्यालय का पत्र क्रमांक 1450/16.11.2021 लिखा है और चैक मीटर की 10 दिन की डेट बढ़ाई गई। लेकिन जब 22.11.2021 को मीटर की रीडिंग चैक करनी थी तो पुराना मीटर साड़ दिया गया लेकिन मैंने हर रोज रीडिंग ली हुई है (कापी संलग्न है)

यह कि दिनांक 22.11.2021 को समय सांय करीब 4:18 मिनट Sh. R.K.Sharma से मो0 नं0 79887-41805 पर मो0 नं0 99960-58078 से बात हुई थी। उन्होंने विष्वास दिलवाया था कि आपको आने की कोई जरूरत नहीं है और चेयरमैन साहब ने कहा कि आपके केस का फैसला भी मैं कैथल आकर ही आपकी मौजूदगी सुनाऊंगा। (जिसकी रिकॉर्डिंग में पास है)। परंतु फिर भी चेयरमैन साहब द्वारा हमारी गैरमौजूदगी में अपना फैसला सुनाया और मैं Chairman, Consumer Grievances Redressal Forum, Kurukshetra के फैसले से संतुष्ट नहीं हूँ और मैं इसकी अपील आपके कार्यालय में करना चाहता हूँ।

अतः आपसे प्रार्थना है आप मेरे उतारे गए मीटर की सही जांच कर मेरा बिजली बिल सही किया जावे और जब तक मेरा बिजली मीटर सही तरीके से चैक नहीं होता तब तक Current बिल भरने की आदेश जारी किए जावे आपकी अति कृपा होगी।

2. The appeal was registered on 16.12.2021 as an appeal No. 33/2021 and accordingly, notice of motion to the Appellant and the Respondents was issued on 16.12.2021 for hearing the matter on 30.12.2021.

3. SDO (OP), Sub Division No.1, Kaithal vide his email on 27.12.2021 has submitted the reply as under: -

A complaint in this office was received on dated 09.08.2021 in the name of Balwant Rai Goyal R/o Arjun Nagar regarding correction of energy bill and checking of meter. On same day the application was marked by the undersigned to Sh. Dharampal, JE-1 area in-charge. The SVR of the meter was received in this office on dated 16.08.2021 after that on dated 17.08.2021 the meter testing fees of Rs. 390/- was deposited by the consumer. After that case of MCO was registered on the CCB and MCO was generated on dated 18.08.2021 vide MCO No. 5004790606. Since the consumer sanctioned load as per office record was 5.786 KW therefore the three-phase meter was issued by the back office. After that GSC staff visited the site for change the consumer meter than consumer refused to change his meter with 3 phase meters. He wants to install single phase meter for his premises. Since there is already court case in this A/C No. regarding theft of electricity. Therefore, the consumer load cannot be reduced he has been made aware about this. But consumer refused to change his meter with 3 phase meter after that site was again visited and telephonically contacted with the consumer and he was agreed to install the three-phase meter. Therefore, on dated 20.09.2021 the meter of the consumer was replaced with three phase and complaint of the consumer was resolved.

As per the direction given by the Hon'ble Consumer Grievances Forum the packed meter of the consumer was installed at the consumer premised vide LL-1 No. 10/7274 on dated 03.11.2021 and already installed three phase meter is used as check meter.

The following reading are taken after the installation of the check meter.

Sr. No.	Date	Check meter reading	Consumer meter	Checked Meter reading consumed	Consumer Meter reading consumed	Difference
1.	03.11.2021	335.15 KWH	33333.8 KWH	24.15	24.8	0.65
2.	09.11.2021	359.30 KWH	33358.6 KWH	11.34	11.2	0.14
3.	11.11.2021	370.64 KWH	33369.8 KWH			

As per the meter reading date of check meter and consumer meter as shown above there is no large difference between the check meter and consumer meter has been obtained.

However, on dated 22.11.2021 the consumer meter which was installed on consumer premises while opening the push fit type MCB some spark will take place inside the meter and display become N.V. the meter was packed vide LL-1 No. 13/7272 on dated 22.11.2021.

Since the difference between the check meter and the consumer meter reading is within the limit therefore the consumption of the consumer meter is within limit.

4. Hearing was held on 30.12.2021, as scheduled. Both parties argued that at length in their favor reiterating their written submissions.
5. After going through the documents placed on the file and hearing arguments of parties, it is observed that the appellant applied to the respondent SDO on 09.08.2021 that his meter was running fast and deposited Rs.390/- as testing fee. On 20.09.2021,

single phase meter existing in consumer's premises was replaced by three phase meter for getting old meter checked in M&T lab. But the meter was not checked in M&T lab referring UHBVN Sales Instruction No. UC. Meter 03/2021 dated 18.06.2021, wherein it is mentioned that whenever the meter accuracy is challenged by the consumer, the requisite fee shall be got deposited and standard check meter duly tested M&T lab shall be installed as per existing instructions of the Nigam. On the direction of CGRF, Kurukshetra old meter was installed in series with new meter in consumer premises on 03.11.2021 and found difference between reading of check meter and consumer meter within permissible limits. However, while opening push type MCB of the meter, its display became NV due to occurrence of some sparking inside the meter at that time.

Since accuracy of the meter has been checked with check meter and found within permissible limit, the contention of the appellant that his meter was running fast is not admissible.

In view of facts stated above, the present appeal is not maintainable and therefore, is dismissed, being devoid of merits.

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

Given under my hand on this day of **30th December, 2021**.

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 31st December, 2021

Endst. No. HERC/EO/Appeal No.33/2021/

Dated: -

1. Sh. Pawan Kumar Goyal S/o Sh. Balwant Rai Goyal, Arjun Nagar, Gali No.3, Near Atta Chakki, Siwan Road, Kaithal (maypar211089@gmail.com)
2. The Managing Director, UHBVN, Vidyut Sadan, C-16, Sector - 6, Panchkula - 134109.
3. The Chief Engineer "Op", UHBVN, SCO 89, Sector-5, Panchkula.
4. The Superintending Engineer 'Op' Circle, Near Dr. Ashwani Garg, Dhand Road, UHBVNL, Kaithal (seopkaithal@uhbvn.org.in)
5. The Executive Engineer, Op. Division, 132 KV subs-station, UHBVNL, Kaithal.
6. The SDO (OP), Sub Division No.1, 33 KV sub-staion, Sewan Gate, UHBVNL, Kaithal.