



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. : 01/2022
Received on : 05.01.2022
Registered on : 17.01.2022
Date of order : 03.03.2022

In the matter of: -

Appeal against the order dated 23.11.2021 passed by CGRF, UHBVN, Kurukshetra in case No. UH/CGRF-115/2021.

Sh. Sahdev Singh r/o 596/29, Tilak Nagar, Rohtak

Appellant/Complainant

Versus

UHBVNL

Respondents

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Sh. Sahdev Singh

Present on behalf of Respondents:

Sh. Mehtab Singh, The Executive Engineer 'Op' UHBVN, Rohtak.

Mrs Manita, The SDO (OP), Sub Division No.1, UHBVN, Rohtak.

ORDER

1. Sh. Sahdev Singh r/o 596/29, Tilak Nagar, Rohtak has filed an Appeal against the order dated 23.11.2021 passed by CGRF, UHBVN, Kurukshetra in case No. UH/CGRF-115/2021. The Appellant submitted as under: -

“ मैं सहदेव सिंह 74 years का हूँ। मैं भागदोड़ नहीं कर सकता। मेरी शिकायत है कि मेरा Nov, 2020 + Dec, 2020 में 30,000/- बिल आया। जोकि 4000 से 5000 आता था। जबकि सर्दी के कारण दिन में पंखा भी नहीं चलता।

में (SDO No. 1) से मिला उन्होंने मुझे बताया कि आपका चैक मीटर लगा देंगे और उस हिसाब से बिल को ठिक कर देंगे। लेकिन चैक मीटर लगाने की बजाए उन्होंने नया मीटर लगा दिया। उस के बाद मैं 23.03.2021 को बिजली दरबार में गया वहा SDO ने कहा कि नया मीटर लग गया है और 3 महीने में रीडिंग देख कर आपका average bill बना देंगे। परन्तु ऐसा नहीं किया गया। इसलिये मेरा अनुरोध है कि नये मीटर के हिसाब से मेरा एवरेज बिल दिया जाये।”

2. The appeal was registered on 17.01.2022 as an appeal No. 01/2022 and accordingly, notice of motion to the Appellant and the Respondents was issued on 27.01.2022 for hearing the matter on 10.02.2022.
3. The SDO (OP), Sub Division No.1, UHBVN, Rohtak vide his email on 01.02.2022 has submitted reply which is as under: -

In this matter it is intimated that consumer meter got changed on dated 01.02.2021 vide remarks display defective. Meters sent to lab & got tested on dated 13.02.2021 and reading retrieved 43655.3KWH. On the same reading consumer electricity bill was supplied also load survey data of meter was retrieved from Firm according to which: -

<i>Reading on 01.12.2020</i>	-	<i>39450.4 KWH</i>
<i>01.01.2021</i>	-	<i>41456.5 KWH</i>
<i>01.02.2021</i>	-	<i>43626.4 KWH</i>
<i>Final reading</i>	-	<i>43655 KWH</i>

Which defines correct reading in the bill. Thus, electricity bill is as per reading and correct. Also, consumer gave the application for defective meter and to change same, nothing regarding check meter was mentioned in the application, thus consumer is misleading by mentioning check meter.

4. The hearing was held on 10.02.2022, as scheduled. The appellant submitted that he has been served inflated bill for the month of Jan. & Feb. 2021. Per contra the respondent SDO submitted that the consumer was billed as per load survey report and consumption recorded in the meter. It is therefore decided that load survey report of the meter be referred to concerned XEN M&P for expert opinion and report thereof be submitted on the next date of hearing. The matter is adjourned and shall be heard on 03.03.2022.
5. The Xen (OP), Division, UHBVN, Rohtak vide his letter on 14.02.2022 has submitted the report as under: -

In this connection it is submitted that the said case was fixed on dated 10.02.2022 before Electricity Ombudsmen HERC, Panchkula. During the discussion of the case it has been found that the meter was packed vide LL-1 No. 39/1014 dated 01.02.2021 & was checked on dated 13.02.2021 on the lab. After that the meter was sent to the firm & the billing data reports is also received & your opinion has been desired by the ombudsmen. Therefore, it is requested that the opinion in the said case may please be given to this office for the submission to the Ombudsmen.

6. The SDO (OP), Sub Division No.1, UHBVN, Rohtak vide his email on 03.03.2022 has submitted comments of M&P Division UHBVN Rohtak which are as under: -

In this connection as per analysis of billing data report provided by the firm the opinion is as under:

As per electric formula $(KV Ah)^2 = (KWH)^2 + (KVARh lag + KVARh lead)^2$

- *As per the billing dated from 01.11.2020 to 01.12.2020 the consumed (KWh) was nil consumed (KV Ah) was nil, consumed Lag KV Arh is nil, consumed Lead KV Arh is nil and MDI was 38.08 KW. Which is not technically feasible.*
- *As per the billing dated from 01.12.2020 to 01.01.2021 the consumed (KWh) was 2006.1, consumed (KV Ah) was 562.8, consumed Lag KV Arh is 73.1, consumed Lead KV Arh is 0.7 and MDI was 29.72 KW. Which is not technically feasible.*
- *As per the billing dated from 01.01.2021 to 01.02.2021 the consumed (KWh) was 2169.9, consumed (KV Ah) was 714.8, consumed Lag KV Arh is 9986654, consumed Lead KV Arh was 9999479.7 and MDI was 28.90 KW. Which is not technically feasible.*

From above according to the parameters the K vah consumption do not commensurate with Kwh, Kvarh lag and Kvarh lead. which shows misbehavior and abnormal recording by the meter.

7. The hearing was held on 03.03.2022, as scheduled through video conferencing in the presence of both the parties. At the outset, the respondent XEN submitted that the comments of XEN M&P on the load survey report of the meter obtained and have been submitted to the office of the Ombudsman. As per comments KVAH consumption is not commensurate with KWH consumption, KVARH lag and lead consumption which shows misbehavior and abnormal recording by the meter.

The appellant argued that he has been issued inflated bills which are not commensurate with his load and requested to provide the bills on average basis as the meter had gone defective.

Pursuant to the report of XEN M&P UHBVN, it is observed that the reading recorded in the meter for period from 01.11.2020 to 01.02.2021 is not found to be technical feasible, during the period the meter misbehaved and recorded abnormal reading. Therefore, to issue the bill on the recorded reading for this period is not justified. The meter was replaced on 01.02.2021.

8. In view of the foregoing discussions, it is concluded that the meter misbehaved and recorded abnormal reading, which is not technically feasible, for the period from 01.11.2020 to 01.02.2021. CGRF in order dated 23.11.2021 did not take note of the same. Hence, setting aside the order dated 23.11.2021, it is decided to overhaul the appellant's account for this period from 01.11.2020 to 01.02.2021, considering the meter defective in ibid period, as per the provisions stipulated in clause 6.9.1 of the regulation 6.9 of the Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations 2014, amended from time to time.

9. The appeal is disposed of, accordingly, in above terms.

Both the parties to bear their own costs. File may be consigned to record.
Given under my hand on 3rd March, 2022.

(Virendra Singh)

Dated: - 3rd March, 2022

Electricity Ombudsman, Haryana

CC-

Memo. No. HERC/EO/Appeal No.01/2022/

Dated: -

1. Sh. Sahdev Singh r/o 596/29, Tilak Nagar, Rohtak.
2. The Managing Director, UHBVN, Vidyut Sadan, C-16, Sector – 6, Panchkula – 134109.
3. The Chief Engineer “Op’, Rajiv Gandhi Vidyut Bhawan, Medical Mod, Delhi Road, UHBVN, Rohtak.
4. The Superintending Engineer ‘Op’ Circle, Rajiv Gandhi Vidyut Bhawan, Medical Mod, Delhi Road, UHBVN, Rohtak.
5. The Executive Engineer (Operations), City Division, Rajiv Gandhi Vidyut Bhawan, Medical Mod, Delhi Road, UHBVN, Rohtak (xenopcityrohtak@uhbvn.org.in).
6. The SDO (OP), Sub Division No.1, Rajiv Gandhi Vidyut Bhawan, Medical Mod, Delhi Road, UHBVN, Rohtak (sdoopno1rohtak@uhbvn.org.in).