



**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. : 02/2022**  
**Received on : 10.01.2022**  
**Registered on : 19.01.2022**  
**Date of order : 24.03.2022**

**In the matter of: -**

Appeal against the order dated 06.10.2021 passed by CGRF, DHBVN, Gurugram in case No. DH/CGRF-3541/2021

Sh. Deepak Kumar r/o Quarter No. 1898, Type-3, Government Quarters, NH-4, Faridabad

**Appellant/Complainant**

Versus

DHBVNL

**Respondents**

**Before:**

Sh. Virendra Singh, Electricity Ombudsman

**Present on behalf of Appellant:**

Sh. Deepak Kumar

**Present on behalf of Respondents:**

Sh. Surender Redhu, The SDO (OP), Sub Division No.4, DHBVN, Faridabad.

**ORDER**

1. Sh. Deepak Kumar r/o Quarter No. 1898, Type-3, Government Quarters, NH-4, Faridabad has filed an Appeal against the order dated 06.10.2021 passed by CGRF, DHBVN, Gurugram in case No. DH/CGRF-3541/2021. The Appellant submitted as under: -

*“*  
*With reference to the subject cited above, I wish to draw your kind attention towards my grievances as per below points:*

1. *In Feb-2020 month, the reading of my electricity bill was 1213 unit as per bill.*
2. *In December-2020, I got a call from DHBVN and they said to send the pic of the meter reading. I sent the meter reading pic to him. Thereafter, my bill was generated in the December-2020.*
3. *The reading of the December-2020 was 7650 Unit amounting to Rs.41590/- and I paid the bill for 6437 Unit accordingly at a time.*
4. *I raised the issue before CGRF Forum that how it is possible that I can consume 6437 unit in 10 months. Forum suggest to discuss the matter with concerned SDO. SDO and CA told that all your bill has been generated on meter reading basis. I object and told the CA to show me the pic of the FEB-2020 month's reading. No any record of meter reading before Feb-2020 was available in the office of the SDO. I attended 2 hearing but decision was not taken. Sir, I am central government*

*officer and leave was not sanctioned on my next hearings, so I was not able to attend the hearing.*

5. *So, it is clear that my all electricity bill before FEB-2020 was being generated on wrong meter reading basis. It was being generated on fictitious reading. And when I sent the actual meter reading in Dec-2020, the bill was generated for Rs. 41590/- for 6437 Unit.*
  6. *If the bill would have been generated on bi monthly basis on actual meter reading basis, the amount of bill would have been less. I have suffered a lot financially as well as mentally due to the irresponsible act of DHBVN.  
So, it is requested to kindly look in to this matter and redress my grievance.”*
2. The appeal was registered on 19.01.2022 as an appeal No. 02/2022 and accordingly, notice of motion to the Appellant and the Respondents was issued on 27.01.2022 for hearing the matter on 15.02.2022.
  3. The SDO (OP), Sub Division No.4, DHBVN, Faridabad vide his email on 11.02.2022 has submitted reply which is as under: -

*“In this connection, it is intimated that the bill of the consumer was stopped due to wrong binder. The bill of consumer was prepared from 2/2020 to 12/2020, as per actual consumption of meter (Copy of bill attached) & as per nigam instructions. It is also added that the benefit of slab was also given to consumer and there is no any surcharge was taken from consumer from 2/2020 to 12.12.2020.”*

4. The hearing was held on 15.02.2022, as scheduled. At the outset, the appellant stated that he received the reply of the respondent that day and required time to respond. The matter was adjourned to 07.03.2022.
5. The hearing was held on 07.03.2022, as scheduled. During the hearing, the respondent SDO was present through video conferencing, but the appellant could not join hearing due to some health issues as he was hospitalized. The matter was adjourned to 24.03.2022.
6. The hearing was held on 24.03.2022, as scheduled. Both the parties were present during the hearing. The appellant submitted that he has been charged electricity bill of 6437 Units at a time for a period of 2/2020 to 12/2020, due to which he could not avail the lower slab rate benefit and argued that he must be charged as per consumption of corresponding period of previous year. Per contra, the respondent SDO submitted that the bill for a period of 2/2020 to 12/2020 is rendered on actual consumption spreading over the total consumption on 10 months and allowing slab benefit, without any surcharge.
7. In view of the above, it is observed that the bill for a period of 2/2020 to 12/2020 issued by UHBVN is in order and the contention of the appellant to charge on the basis of consumption of corresponding period of previous year is not admissible when actual consumption of the same year is available. The appeal is accordingly disposed off.

Both the parties to bear their own costs. File may be consigned to record.  
Given under my hand on 24th March, 2022.

**Dated: 24<sup>th</sup> March, 2022**

**(Virendra Singh)**  
**Electricity Ombudsman, Haryana**

**CC-**

**Memo. No. HERC/EO/Appeal No.02/2022/**

**Dated: -**

1. Sh. Deepak Kumar r/o Quarter No. 1898, Type – 3, Government Quarters, NH-4, Faridabad.
2. The Managing Director, UHBVN, Vidyut Sadan, C-16, Sector – 6, Panchkula – 134109.
3. The Chief Engineer “Op’, Rohtak road, New Delhi - 35
4. The Superintending Engineer ‘Op’ Circle, Sector – 23, DHBVN, Faridabad
5. The Executive Engineer (Operations), Telephone Exchange, Sector -15A, Faridabad
6. The SDO (OP), Sub Division No.4, Near Police Chowki, NIT, DHBVN, Faridabad (sdoop4faridabad@uhbvn.org.in)