



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. : 26/2022
Received on : 07.10.2022
Registered on : 11.10.2022
Date of order : 19.10.2022

In the matter of: -

Representation for non-compliance of the order dated 31.08.2022 passed by CGRF, UHBVN, Kurukshetra in complaint No.232/2022.

Smt. Sakshi Latka, SCO No. 76, Swastik Vihar, MDC-5, Panchkula

Appellant/Complainant

Versus

UHBVNL

Respondents

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Sh. O. P. Latka on behalf of the appellant.

Present on behalf of Respondents:

Sh. Nirmal Singh, SDO (Operations) City -2 (Mata Mansa Devi) Panchkula

ORDER

A. Smt. Sakshi Latka, SCO No. 76, Swastik Vihar, MDC-5, Panchkula has filed representation for non-compliance of the order dated 31.08.2022 passed by CGRF, UHBVN, Kurukshetra in complaint No.232/2022. The appellant submitted as under:

I may submit that on 18.07.2022, I filed a complaint to the CGRF UHBVN Kurukshetra for refund of Rs. 1,63,869/- + Rs.5,330 as surcharge wrongly charged in bill dated 28.06.2021, as all my efforts with the SDO/Op Sub Division, MDC, UHBVN, XEN/Op Division UHBVN Panchkula during the last over one year failed to evoke any response.

Even the Order of the CGRF dated 31.07.2022 wherein the respondent SDO/OP Sub Division, MDC, Panchkula was directed to refund the amount of Rs. 1,63,869/- within a period of 15 days, has elapsed on 14.09.2022, was not complied with.

As such I prefer an appeal for refunding me Rs.1,63,869/-

The Order of the forum in spite of my complaint for refund of the Rs. 1,63,869/- + all surcharges are silent on surcharges levied in bill of Rs, 1,63,869/- and subsequently Rs. 5,330/- on bill dated 28.06.2021 and bills thereafter.

As such I pray yourself to kindly direct the concerned authorities to implement the order of CGRF UHBVN dated 31.08.2022 and also surcharge amount Rs. 5,330/- in bill dated 28.06.2021 and in subsequent bills till date. The appeal was registered on 15.02.2022 as an appeal No. 07/2022 and accordingly, notice of motion to the Appellant and the Respondents was issued on 18.02.2022 for hearing the matter on 17.03.2022.

- B. The appeal was registered on 11.10.2022 as an appeal No. 26/2022 and accordingly, notice of motion to the Appellant and the Respondents was issued on 12.10.2022 for hearing the matter on 19.10.2022.
- C. SDO (Operations) City -2 (Mata Mansa Devi) Panchkula vide his email on 18.10.2022 has submitted reply which is as under: -

It is respectfully submitted that the CGRF Order case No. 232/2022 passed by CGRF, Kurukshetra in Half Margin No. 131/27.09.2018 of Smt. Sunita Garg, (now change of name as Smt. Sakshi Latka) SCO No. 76/GF, Swastik Vihar, MDC, Panchkula, Account No. 4487040000 is adjusted Rs. 163869/- through SCAR No. 60/53/M05 and updated with billing portal vide ID No. 6125540582 dated 30.09.2022 in true spirit.

It is further submitted that adjustment Surcharge levied on said amount is in updating process vide ID No. 306242342.

- D. The hearing was held on 19.10.2022, as scheduled. Both the parties were present through video conferencing. At the outset, the appellant has briefed the appeal.
- E. The respondent SDO stated that the CGRF's order dated 31.08.2022 has been implemented and Rs. 163869/- has already been adjusted in the appellant's account and adjustment of surcharge amount is under process and expected to be matured within a week. The appellant expressed satisfaction with the submissions of the respondent.
- F. In view of the above, the appeal is disposed of with the direction that the respondent SDO will ensure personally that adjustment of aforesaid principal amount along with surcharge on it is adjusted / reflected in the next bill.

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

Given under my hand on 19th October, 2022.

(Virendra Singh)

Dated: - 19th October, 2022

Electricity Ombudsman, Haryana

CC-

Memo. No. HERC/EO/Appeal No.26/2022/

Dated: -

1. Smt. Sakshi Latka, SCO No. 76, Swastik Vihar, MDC-5, Panchkula
2. The Managing Director, UHBVN, Vidyut Sadan, C-16, Sector – 6, Panchkula – 134109.
3. L R, HPU, Shakti Bhawan, Sector -6, Panchkula
4. The Chief Engineer 'Op', SCO 89, Sector-5, UHBVN, Panchkula.
5. The Superintending Engineer 'Op' Circle, SCO 89, Sector-5, UHBVN, Panchkula
6. The Executive Engineer 'Op.' Division, Flat No.517-518, Power Colony, Industrial Area, Phase – II, UHBVN, Panchkula
7. SDO (Operations) City -2 Panchkula (Mata Mansa Devi) 66 KV, Sub-station, Industrial Area, Phase-II, Panchkula UHBVN, Panchkula