



**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. : 27/2022**  
**Registered on : 19.10.2022**  
**Date of order : 01.12.2022**

**In the matter of: -**

Appeal against the order dated 04.09.2022 passed by CGRF, DHBVN, Gurugram in case No.4004/2022.

M/S PNB RSETI, Director PNB RSETI Mahendergarh, Dharsoon Road, Village Nasibpur, Narnaul

**Appellant/Complainant**

Versus

DHBVNL

**Respondents**

**Before:**

Sh. Virendra Singh, Electricity Ombudsman

**Present on behalf of Appellant:**

Smt. Shweta Gupta on behalf of M/S PNB RSETI

**Present on behalf of Respondents:**

Adv. Vineet Mittal

Sh. Mukesh Gour, SDO 'Op'/SU/Sub Division, Narnaul

**ORDER**

**A.** M/S PNB RSETI, Director PNB RSETI Mahendergarh, Dharsoon Road, Village Nasibpur, Narnaul has filed an appeal against the order dated 04.09.2022 passed by CGRF, DHBVN, Gurugram in case No.4004/2022. The Appellant submitted as under:

Our Establishment RSETI Narnaul has applied for NDS connection in November 2017. Estimate for electricity load was for 44.00 KW. Initially we deposited Rs. 140760/- as security along with A & A form for new NDS Connection. The charges were deposited for 44.00 KW load. Later on, DHBVN Narnaul sent Demand notice for deposit of Rs. 3,29,705/- on 18.09.2017 in respect of 44.KW load Estimate. In this connection after reassessment of load by our bank, we estimated load between 15-20 KW. After communication with DHBVN, Narnaul they accepted our request and reduced the load to 18.00 KW and estimate was prepared on that basis. We were depositing the bill amount on time but sometimes we got the incorrect bill and after rectification we deposited the same. In July 2020, we received the bill of Rs. 1,68,958/- in which sundry charges/ allowances were of Rs. 1,74,004/-. We followed up with the DHBVN, Narnaul but didn't receive any satisfactory answer and C.A at DHBVN, Narnaul office communicated for correction of HM amount of Rs. 1,74,004/-. We also have a letter for refund of H.M amount for Rs. 174004/- from DHBVN office. In March

2021 we paid Rs. 21,884/- due from July 2020 till March 2021. But the DHBVN refunded the amount. The matter was taken up under the CGRF, Hisar and after many hearings the forum decided to “dispose the case with direction that an amount of Rs. 174004/- charged by the subdivision is payable by the complainant. “The case was decided without our representation. In this connection we want to clarify that Rs. 140760/- that we deposited initially was 44.00 KW load and furcation of the same is as:

Sr. No	Particulars	Amount deposited as per 44.00 KW	Amount as per 18.00 KW load
1	ACD Charges	44*1000=44000	18*1000=18000
2	Service connection charges	44*2000=88000	18*2000=36000
3	Processing charges	44*25=1100	18*25=450
4	LTCT75/05 Amp	1160	1160
5	LTCT Meter Box	2000	2000
6	LTCT Chamber Box	3000	3000
7	LTCT Meter installation fee	500	500
8	T/F and line inspection fee	1000	1000
	Total	140760	62110
	Difference (Amount to be refunded)	78650	

So, we request you to refund the excess amount remitted by us and correct our electricity bill accordingly.

- B.** The appeal was registered on 19.10.2022 as an appeal No. 27/2022 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 03.11.2022.
- C.** SDO ‘Op’/SU/Sub Division, Narnaul vide his email on 03.11.2022 has submitted as under: -  
In this respect, it is intimated that some of consumer has applied for the MS/ NDS/ connection details as under: -

Sr. No.	Name	A/c No.	Estimate	Service connection charge detail	HM No.	Amount to be charged
1	Director PNG	HHH21-5704	Rs. 210004/ (ND-173/2017-18)	36000	26/162	174004

Since the PNB Director connection, the distance of consumer premises from the 11 KV supply line is beyond 150 meters, the requisite estimate was framed as per the Nigam’s instructions. The consumer was charged with service connection charges only. As per the instructions the estimate cost is higher than the service connection charges so the half margin was charged by the audit. Hence the CGRF complaint may be disposed off as the office of Chief Auditor has already directed to charge the due amount in the

form of half margin. The copy of direction provided earlier by Chief Auditor Hisar vide memo No. CA/RA/IAR-415/848 dated 17.08.2021 is also attached.

- D.** The hearing was held on 03.11.2022, as scheduled. At the outset, the appellant submitted that they had applied for 44 KW connection during 2017 and deposited Rs. 1,40,760-/. Later on, after reassessment of load by their bank, the load was got reduced from 44KW to 18 KW, but till date the balance amount of Rs 78,650-/- on account of service connection charges, ACD etc. has not been refunded. Further, copy of estimate has not been provided by DHBVN. Accordingly, the respondent SDO is directed to provide the copy of estimate to the appellant and reconcile the service connection charges, the ACD etc. deposited by the appellant viz-a viz charges to be deposited as per sales circulars and to file the point wise reply to the appeal within a week. The matter is adjourned for 01.12.2022.
- E.** SDO 'Op'/SU/Sub Division, Narnaul vide his latest email on 30.11.2022 has submitted as under: -  
It is hereby submitted that the consumer initially applied for 44 kW load with application number 65386 on dated 18 Aug 2017. This application was cancelled and auto-refund of security was not initiated since the then system was not online. After assessment the consumer again applied for 18 KW load with application number 65834 on 9 November 2017. The requisite deposit estimate sanctioned by the competent authority the HT line was extended up to 270 meter & provision of 25 KVA newly proposed transformer was taken in the estimate. The connection was released by installing 3-phase meter. Full estimate cost was deposited by the consumer. It is pertinent to mention here that the same matter was put up in the Hon'ble CGRF, DHBVN Hisar. As per the order of Hon'ble CGRF Hisar dated 04.09.2022. "After going through the record available on file and hearing both parties the forum decided to disposed of the case with direction that an amount Rs. 174004/- charged by the Sub Divn. is payable by the complainant. The contention of complainant has been found to lack merit. Cases is closed. No cost of either side". The copy of order is also attached. As per the directions given in the HERC hearing dated 03.11.2022 the refund has been initiated vide sundry No. R-111/144 (Register No. 111 and page No. 144) dated 30.11.2022.
- F.** The hearing was held on 01.12.2022, as scheduled. Both the parties were present in the hearing through video conferencing. Respondent SDO submitted that the sundry for difference of excess charges on account of reduced load from 44Kw to 18 Kw amounting to Rs. 78650/- has been prepared and sent to CBO Hisar for further approval. The appellant intimated that the copy of estimate has been provided but the same is illegible and does not serve any purpose.
- G.** In view of the above discussions, the respondent SDO is directed to provide legible copy of estimate to the appellant within two days and to ensure that the excess amount is adjusted/refunded to the appellant within 10 days of this order.

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 1<sup>st</sup> December, 2022.

**Dated: 1<sup>st</sup> December, 2022**

Sd/-  
**(Virendra Singh)**  
**Electricity Ombudsman, Haryana**

**CC-**

**Memo. No. HERC/EO/Appeal No.27/2022/**

**Dated: -**

1. M/S PNB RSETI, Director PNB RSETI Mahendergarh, Dharsoon Road, Village Nasibpur, Narnaul.
2. The Managing Director, Vidyut Sadan, Vidyut Nagar, DHBVN Hisar - 125005.
3. Legal Remembrancer, Haryana Power Utilities, Shakti Bhawan, Sector- 6, Panchkula - 134109.
4. The Chief Engineer 'Op', PO Power House, Rohtak Road, Punjabi Bagh, Delhi - 35.
5. The Superintending Engineer 'Op' Circle, Singhana Road, DHBVN, Narnaul - 123001.
6. The Executive Engineer 'Op.' Division, Singhana Road, DHBVN, Narnaul - 123001.
7. The SDO 'Op'/SU/Sub Division, Narnaul - 123023.