



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: 30/2022
Registered on: 27.10.2022
Date of order: 22.12.2022

In the matter of: -

Representation for non-compliance of the order of CGRF dated 11.11.2021 passed by CGRF, DHBVN, Gurugram in case no.3719/2021.

Sh. Atul Wasan, H.No.933, Sector 40, Gurugram -122001, Haryana

Appellant/Complainant

Versus

DHBVNL

Respondents

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Sh. Atul Wasan

Present on behalf of Respondents: -

Adv. Sanjay Bansal

Sh. Amit Kamboj, Executive Engineer 'Op' S/U Divn., Circle - II, Gurugram

Sh. Virender Kumar SDO 'Op', S/D. South City, Gurugram

ORDER

A. Sh. Atul Wasan, H.No.933, Sector 40, Gurugram has filed an appeal for non-compliance of the order of CGRF dated 11.11.2021 passed by CGRF, DHBVN, Gurugram in case no.3719/2021. The appellant submitted as under: -

I had filed the complaint in honourable CGRF, and honourable CGRF has issued the directions to the SDO South City sub-division for generate and adjust the bill and give all solar benefits to consumer. South City subdivision has issued again an incorrect bill on 18 January 2022 and mislead the CGRF Forum. In this bill they have not adjusted previous amount paid bills by him as an average basis bill. This error is repeating again and again now on dated 08-09-2022 my bill is Rs. 83534. An appeal was also made on 17/04/2022 to Ombudsman regarding this matter and Ombudsman office also directed telephonically to SDO south city for immediate action. In previous bills department has charged me on solar

generating units. So, I requested for relief to correct my bill as below details.

1. Meter No. GP7753990 was changed as Gross meter on dated 27/08/2020 at 12215 kwh
2. Last bill paid up to 5832 kwh before change as a gross meter.
3. Liability of this meter 12215-5832 = 6383 kwh
4. Meter No. Changed GP7879838 Changed as a new gross meter.
5. Liability of this meter GP787938 is Nil (used as a gross meter)
6. Net Meter no. 20118118 Import 17568 kwh- Export 11705 kwh = 5863 kwh net unit
7. Liability of Net meter No. 20118118 = 5863 kwh
8. Total Liability 6383+5863= 12246 kwh
9. Rupees Paid as average basis = 47700+70736 = 118436

My liability is only for 12246 kwh and I have already paid 118436. So Please correct the bill and adjust the paid amount according to above detail and take strict action and impose fine against SDO south city and XEN for the non-compliance of honourable CGRF orders and directions of Ombudsman office.

- B.** The appeal was registered on 27.10.2022 as an appeal No.30/2022 and accordingly, notice of motion to the appellant and the respondents was issued for hearing the matter on 10.11.2022.
- C.** The hearing was held on 10.11.2022, as scheduled. At the outset, the respondent SDO submitted that the case relates to parent OP South City Sub Division. But due to trifurcation of OP South City Sub Division into South City Sub Division, Sector-56 Sub Division and Sector-31 Sub Division relates to SDO OP Sector-31, the case file could not be traced. He further requested to grant time. The counsel for the respondent submitted that he has been recently engaged and requested to give 15 days to trace out of record and submit reply. Acceding to the request of respondents, the matter was adjourned for 06.12.2022.
- D.** Counsel for the respondents vide his mail on 06.12.2022 has submitted reply which is as under: -
 1. That the appellant Atul Wasan has an electricity connection bearing account no. 6246360000 under SDO (OP), S/Divn., DHBVN, South City, Gurugram.
 2. That the old meter bearing no. was GP7753990, which was installed in the premises of the appellant. When the appellant had installed roof top solar on 27-08-2020 then the respondent department had installed Net Meter bearing no. 20118118 L&T Make and Gross Solar Meter bearing no. GP 7879838 in place of GP7753990.
 3. That at the time of changing the old meter GP7753990, the last reading was 12215 kwh. But the net meter of the consumer was not updated in the system, so due to that the consumer was not getting solar advantage. But later on, the solar connection had been updated in the system and the correct bill had been delivered to the appellant. Annexure R-1 annexed with the reply of appeal is showing the

adjustments of the readings of old meter and Net meter and the Gross solar meter.

4. That in the proceeding of CGRF on 14-10-2021, the complainant was not present and SDO was present and he informed that the solar connection of complainant had been updated in the system and that the next bill would be correct. The SDO was directed to ensure that the next bill of complainant should be delivered including the benefits of solar connection. With these directions the next date before Hon'ble CGRF was fixed on 08-11-2021.
5. That in the proceedings of CGRF on 18-11-2021 the complainant was again not present willfully. But the SDO was present. The SDO informed to Hon'ble CGRF that the solar connection of the complainant had been updated in the system by the department and SDO further stated that the corrected bill had been delivered to the complainant.

It is pertinent to mention that department has corrected the bill of the complainant and department was always present in all hearings of Hon'ble CGRF whereas the complainant was not present in the hearings of Hon'ble CGRF. Which itself shows that the complainant was fully satisfied with the correction of his bill but after that he changed his mind.

So, in the light of above contention Hon'ble Electricity Ombudsman is requested to kindly dismiss the above appeal. Any other relief to which this Hon'ble Commission deems just and proper, may also be awarded, in the interest of justice.

- E.** The hearing was held on 06.12.2022, as scheduled. The appellant briefed the appeal. The respondent SDO submitted that the entry of MCO was not made in the system due to which correct bill could not be generated. Fresh BR has been prepared and sent to CBO for necessary action. He assured that the bill will be got corrected within 7 days. The matter was adjourned for 22.12.2022.
- F.** The hearing was held on 22.12.2022, as scheduled. Both the parties were present during the hearing through video-conferencing. At the outset, the Respondent SDO submitted that BR has already been sent to CBO Hisar and it is expected that necessary correction in system shall be made by CBO within week and onwards, correct bill will be issued through system. The Respondent SDO also assured that in the meantime correct manual bill will be issued to the appellant immediately. The appellant was satisfied with the response of the respondents and requested that correct bill should rendered to him.
- G.** In view of the foregoing discussions, the appeal is disposed of with direction to the respondent SDO that correct manual bill be issued immediately and the matter be pursued with CBO to ensure that the BR is approved and bill is corrected in the system within week to avoid harassment to the consumer, as it is the duty of respondents to render correct bill.

Both the parties to bear their own costs.

File may be consigned to record.

Given under my hand on 22nd December, 2022.

Sd/-

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 22nd December, 2022

CC-

Memo. No. HERC/EO/Appeal No.30/2022/

Dated: -

1. Sh. Atul Wasan, H.No.933, Sector 40, Gurugram -122001, Haryana.
2. The Managing Director, DHBVN, Vidyut Sadan, Vidyut Nagar, Hisar
3. The Chief Engineer 'Op', PO Power House, Rohtak Road, Punjabi Bagh, Delhi - 110035.
4. Legal Remembrancer, Haryana Power Utilities, Shakti Bhawan, Sector- 6, Panchkula - 134109.
5. The Superintending Engineer 'Op' Circle - II, DHBVN, Gurugram.
6. The Executive Engineer 'Op' Sub Urban Divn., Circle - II, DHBVNL, Gurugram
7. The SDO 'Op', S/D. South City, DHBVN, Gurugram