



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. : 31/2022
Registered on : 27.10.2022
Date of order : 27.12.2022

In the matter of: -

Representation for Generation of Inflated Electricity Bill and Non-Generation of Rectified Bill after Rectification of Batch No and Change of Nonfunctional Electricity Meter related with the order of CGRF dated 14.01.2021 passed by CGRF, DHBVN, Gurugram in case no.3059/2020.

Sh. Anuj Wadhwa, Flat L-1069, Devender Vihar Sector-56, Gurugram.

Appellant/Complainant

Versus

DHBVNL

Respondents

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Sh. Anuj Wadhwa

Present on behalf of Respondents: -

Adv. Sanjay Bansal

Sh. Amit Kamboj, Executive Engineer 'Op' Sub Urban Divn., Circle – II, Gurugram

Sh. Umesh Verma, SDO 'Op', S/D. South City, DHBVN, Gurugram

ORDER

A. Sh. Anuj Wadhwa, Flat L-1069, Devender Vihar Sector-56, Gurugram has filed a representation for Generation of Inflated Electricity Bill and Non-Generation of Rectified Bill after Rectification of Batch No and Change of Nonfunctional Electricity Meter related with the order of CGRF dated 14.01.2021 passed by CGRF, DHBVN, Gurugram in case no.3059/2020. The Appellant submitted as under: -

1. I am the owner of Flat L-1069, Devender Vihar Sector-56, Gurugram. I have an electricity connection bearing Account No [6809750000](#). In 2020, when old meters were still installed, Meter No 2165069 was installed on the ground for my above-mentioned flat.

2. In the year 2020, my above said flat was rented out. At the time, it came to light that the electricity bill had been generated for an amount of Rs 61996/-. Since it was an alarming amount, a thorough verification was done by the then tenant. It thus came to light that the bill had been generated by Dakshin Haryana Bijli Vitran Nigam (DHBVN) for Meter No 2165211, against Account No [6809750000](#), whereas the actual meter installed on ground was bearing No 2165069. Although the Account No. was same, the Meter No was different in the bill as compared to one actually installed on ground.
3. The final reading of the old replaced meter was shown as 14062.20 whereas the actual reading was 7007.70, which needed to be rectified. Accordingly, a complaint was lodged by the then tenant with all concerned.
4. The matter finally reached the CGRF, who asked the Nodal Officer of DHBVN to file a written reply.
5. On 28 Aug 2020, the SDO admitted that the meter that was actually installed at the premises was bearing No 2165069 and not 2165211 and the bill had been sent for rectification to CBO vide case ID No 5869680942.
6. On 08 Oct 2020, the SDO stated that an incorrect bill had been generated due to wrong punching of Meter No and the same had been sent for rectification to CBO, vide case ID No 4528447156.
7. On 12 Jan 2021, the SDO stated that the bill had been rectified and the Forum disposed off the case on 14 Jan 2021.
8. The bills were being generated as a routine and being paid for regularly till 9 months.
9. On 08 Oct 2021, it was noticed that the meter was not working. It had the same reading (2436) when it was claimed to have been corrected by the SDO (12 Jan 2021).
10. On 11 Jan 2022, a bill of Rs 1,03,430/- was generated for 212 days, despite the fact that regular payments had been made, as per regularly generated bills, for those 212 days also (as stated in para 8 above). The reading on the meter was 2436 (as stated in para 9 above) whereas the bill reflected the consumption reading as 19,000.
11. On 15 Jan 2022, a complaint was logged online and registered under ID [4753695858](#) and under CMPG26000394924 on CGRS.
12. Subsequently, on 19 Jan 2022, a physical complaint was also lodged with DHBVN.
13. On 25 Jan 2022, it was intimated by DHBVN authorities to the tenants that the bill generated for an amount of Rs 1,03,430/- for 212 days was correct. When enquired about the bills generated and payments made by them in those 212 days, it was intimated by DHBVN authorities that the earlier bills were incorrect since the meter reading was provisional for those 212 days.
14. On 27 Jan 2022, the tenants filled a form for rectification of the anomaly.
15. On 04 Feb 2022, it was learnt from DHBVN that the Batch No of the meter actually installed for my Flat (L-1069) was incorrectly matched to the meter of the Flat No L-2071.
16. When no action was taken by DHBVN for rectification of the Batch No, a written complaint was filed on 24 Mar 2022. On 30 Mar 2022, the DHBVN authorities intimated that the Batch No had been rectified. It

implies that till that date, the bills that were being generated and paid for were based on incorrect batch No and as per the consumption pattern of the meter installed for L-2071 and not L-1069 (my flat). However, the non-functional meter was still not changed.

17. On 06 Apr 2022, a formal request for meter change was submitted, which was finally changed on 18 Apr 2022.

18. When the rectified bill was not generated till 20 Apr 2022, an enquiry was made in the DHBVN office. It was intimated that the meter had not been updated in the system.

19. Since then, numerous correspondence through telephone calls and messages to various authorities at all levels in DHBVN Office was made but nothing was coming through.

20. On 28 Jun 2022, the SDO informed me that Site Verification Report (SVR) has been done and BR4 has been applied in my case.

21. On 28 Jul 2022, the SDO intimated that all the consumers data has been divided into 3 sub divisions and the accounts cannot be accessed because of data migration, so activity can be performed at the moment.

22. On 10 Oct 2022, a fresh bill had been generated for Rs 1,29,647.82/- This included the previous bill along with surcharge, based on the earlier incorrect reading since 08 Oct 2021.

23. Ever since, numerous requests have been made to various people in the department, including the SDO himself, through telephone calls and text messages but despite that, till today, the revised bill has not been generated as per the correct Batch No. On the contrary, no heed is being paid to this issue which is resulting in unnecessary harassment to a serving soldier who is presently deployed on the J&K border, ensuring the security of the country. All this for no fault of mine and despite the bills regularly paid for as per the bills generated in spite of the incorrect batch No, for such a long time.

24. It is clarified that there is no known pendency of this case with any other competent authority, as on date. In view of the above, you are requested to take an immediate action to resolve the issue at the earliest and save me from any further avoidable harassment.

B. The appeal was registered on 27.10.2022 as an appeal No.31/2022 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 15.11.2022.

C. The hearing was held on 15.11.2022, as scheduled. At the outset, the counsel for the respondents submitted that he has been engaged in the case recently and requested to grant some time to file reply. Accordingly, the matter was adjourned for 08.12.2022.

D. The hearing was held on 08.12.2022, as scheduled. At the outset, the respondent XEN submitted that due to trifurcation of OP South City Sub Division into South City Sub Division, Sector-56 Sub Division and Sector-31 Sub Division, the case file could not be traced. He further requested to one-week time. Accordingly, the matter was adjourned for 27.12.2022.

E. Counsel for the respondent vide his email on 25.12.2022 has once again submitted as under: -

1. That it is pertinent to mention here that appellant/ complainant was never seriously concerned with his complaint in CGRF. As first proceeding of CGRF was held on dated 28-07-2020 at Gurugram, complainant was not present to attend his complaint. On second date of hearing i.e. on 11-08-2020 the complainant was not present again. And Ld. CGRF has given the last opportunity to the complainant to be present on 28-08-2020 to attend his complaint and present his version on 28-08-2020, otherwise the case will be decided ex-parte.

2. That it is further submitted, the complainant was present only on one date of hearing before Ld. CGRF at Gurugram i.e. on dated 28-08-2020 to present his case before the Ld. Forum, except this date the complainant was not present in all hearings of Ld. Forum i.e. on 09-09-2020, 08-10-2020, 10-11-2020, 10-12-2020 and finally on 12-01-2021. Which itself shows that complaint filed by the complainant is not genuine and authentic.

3. That on 12-01-2021, the SDO stated that the bill had been rectified and the Forum disposed off the case on 14-01-2021. The appellant was fully satisfied with the order of LD. CGRF. In para 8 of his appeal the appellant has admitted that after 12-01-2021 the bills were being generated as a routine and being paid for regularly for coming many months.

4. That it was again alleged by the appellant that meter was not working and it had the same reading (2436) when it was claimed to have been corrected by the SDO on 12th January 2021. It is further pertinent to mention here that if meter was showing the same old reading (2436) then how the appellant was paying the bill for regularly 9 months (as per his statement of para 8 of appeal). This fact is showing the allegations are not genuine.

ON MERITS: -

1. That the contents of para no. 1 are matter of record.
2. That the contents of para no. 2 are correct.
3. That the contents of para no. 3 are matter of record.
4. That the contents of para no. 4 are correct.
5. That the contents of para no. 5 are correct.
6. That the contents of para no. 6 are correct.
7. That the contents of para no. 7 are matter of record.

The reply of remaining paras of appeal is given below: -

That it is submitted that on 25-01-2022, it was intimated by the DHBVN authorities to the appellant/ complainant that the bill generated for an amount of Rs. 1,03,430/- for 212 days, was correct. On 6th April 2022 a formal request for meter changed was submitted by the appellant, which was changed on 18-04-2022. On 28 June 2022 the SDO informed the appellant that the site verification report has been done and BR4 has been applied in the case of appellant/ complainant.

Energy bill of the complainant was sent for necessary correction to CBO wing, Hisar. Meanwhile, a current cycle energy bill of account no. 6809750000 of the complainant was issued on dated 02/12/2022. The energy bill was for the period 27/08/2022 to 07/10/2022 with consumed units of 585.72 KWH. Current cycle charges were INR 2933.74 and due date 18/12/2022. A copy of the bill is also enclosed for reference. This manual bill was also sent to Sh. Anuj Wadhwa and he paid the bill. The complainant is satisfied now.

So, it is, therefore, respectfully prayed that in the light of above contentions, the appeal of appellant may kindly be dismissed. And pass any other order in favour of respondent Deptt., in the interest of justice.

- F.** The hearing was held on 27.12.2022, as scheduled. Both the parties were present during the hearing through video conferencing. At the outset, the respondent XEN submitted that after making necessary correction in the bill, an advice has been sent to CBO for updating the system. In the mean time manual bill has been issued to the appellant, which has been deposited by him.
- G.** The appellant has submitted that he is satisfied by the action taken by the respondents and does not wish to pursue the matter further but there is doubt to him whether system generated bill will be issued in next billing cycle or not.
- H.** Keeping in view the above, material available on record and the submissions made by both the parties, the appeal is disposed of with the direction to the respondents to ensure that BR entry is made in the system by CBO earliest so that correct bill is generated by the system in next billing cycle.

Both the parties to bear their own costs.

File may be consigned to record.

Given under my hand on 27th December, 2022.

Dated: 27th December, 2022

(Virendra Singh)
Electricity Ombudsman, Haryana

CC-

Memo. No. HERC/EO/Appeal No.31/2022/

Dated: -

1. Sh. Anuj Wadhwa, Flat L-1069, Devender Vihar Sector-56, Gurugram.
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
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