



(Regd. Post)

**Appeal No. : 33/2023**  
**Registered on: 10.04.2023**  
**Date of order: 01.05.2023**

**In the matter of:**

**Appeal against the order dated 28.02.2023 passed by CGRF, UHBVN, Kurukshetra in complaint No. 21/2023.**

Sh. Randhir Singh S/o Shri Babu Ram, House No. 1112, Mahadev Colony, Surajpur, Tehsil Kalka, District Panchkula

**Appellant /  
Complainant**

Versus

Uttar Haryana Bijli Vitran Nigam Limited

**Respondents**

**Before:**

Sh. Virendra Singh, Electricity Ombudsman

**Present on behalf of Appellant:**

Sh. Randhir Singh

**Present on behalf of Respondents:**

Shri Neelanshu Dubey, SDO SU, Panchkula

## **ORDER**

**A.** Sh. Randhir Singh S/o Shri Babu Ram, House No. 1112, Mahadev Colony, Surajpur, Tehsil Kalka, District Panchkula has filed an appeal against the order dated 28.02.2023 passed by CGRF, UHBVN, Kurukshetra in complaint No. 21/2023. The appellant request for following relief as under: -

निवेदन यह है कि मैं, रणधीर सिंह पुत्र श्री बाबु राम, निवासी मकान नं. 1112, महादेव कॉलोनी, सूरजपुर, तहसील कालका, जिला पंचकुला, हरियाणा का रहने वाला हूँ। मैं UHBVN का उपभोक्ता हूँ। मेरे उपरोक्त घर पर बिजली विभाग द्वारा मीटर लगाया गया है, जिसकी खाता संख्या 2767951000 है।

यह कि मैंने 20.02.2020 तक मीटर रीडिंग के हिसाब से 1078 यूनिट का भुगतान दिनांक 12.05.2022 को कर दिया था। उसके बाद मेरे घर का बिजली बिल विभाग द्वारा बिना रीडिंग नोट किये मेरे घर पर भेजा जाता रहा, जिसे मैं समय से अदा करता रहा।

यह कि दिनांक 07.07.2022 को विभाग द्वारा मेरे घर पर नया मीटर लगाया गया, जिसका रु.92.000/- का बिल मुझे भेज दिया गया। मैंने इसकी शिकायत सचिव, CGRF/UHBVN, कुरुक्षेत्र को दी।

परन्तु उन्होंने कहा कि स्मार्ट मीटर के हिसाब से मुझे 15 यूनिट प्रतिदिन के हिसाब से 2020 से 2022 तक का बिल दिया गया है। परन्तु उपरोक्त बिल और उसकी रु. 92,000/- की राशी गलत है। क्योंकि मेरे घर पर बिजली का मीटर वर्ष 2019 में लगा था और वर्ष 2020 तक 1078 यूनिट की खपत हुई थी। जोकि प्रतिदिन 03 यूनिट बनती है। जबकि विभाग ने केवल 2 महीने की औसत के हिसाब से रु. 92,000/- का बिल बनाकर मुझे दिया है, जोकि मेरे घर की बिजली की खपत के हिसाब से गलत है क्योंकि वर्ष 2019 में मीटर लगने से लेकर दिनांक 20.02 2020 तक कुल 1078 यूनिट की खपत हुई थी, जोकि

प्रतिदिन 3 यूनिट के हिसाब से बनती है. इसीलिए अब विभाग के द्वारा 15 यूनिट की औसत के हिसाब से दिया गया बिल गलत है ।

अतः आपसे अनुरोध है कि कृपया करके मेरे घर का बिजली का बिल 3 यूनिट प्रतिदिन के हिसाब से बनाए जाने के आदेश पारित करके मुझे न्याय प्रदान करने की कृपा करें, ताकि मैं अपना बिजली का बिल भर सकूँ।  
मैं आपका सदैव आभारी रहूँगा।

**B.** The appeal was registered on 10.04.2023 as an appeal No. 33/2023 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 01.05.2023.

**C.** The respondent SDO vide email dated 26.04.2023 has submitted reply which is as under: -

*Please refer to your good office Memo. No. EO/HERC/Appeal No. 33/2023/127-133 Dated. 11.04.2023.*

*In the subject cited above, it is submitted that a connection bearing account no. 2767951000 named Sh. Randhir Singh, Mahadev colony, Panchkula is running under the S/Division with sanctioned load 1 KW in domestic category. As per the earlier complaint served by the consumer and record checked it has been found that the meter earlier installed with meter serial no. 8142185 make L&T was replaced on dated 07.07.2022 with smart meter as per the reading 16785 KWH.*

*Last bill of the consumer was raised up to 1078 units till dated 20.02.2020. The difference of the units for the period 20.02.2020 to 07.12.2022 j.e.868 days of units 15707 KWH was charged by the system as per the slab rate for the said period.*

*Moreover, as per the new meter consumption for the period 07.07.2022 to 07.12.2022 i.e. 153 days it is 2235. units: So, the units per day turned out to be 2255/153 i.e. 15 units per days as per new meters consumption and as per old meter consumption it is 15707/868 i.e. 18 units per days. It is further submitted that as per the MDI recorded from the New meter installed at the consumer premises through MDM portal, the MDI in the meter is around 3.23 KW which justify the consumption of the consumer.*

*Hence, taking in view of all this above fact the bill of the consumer had been raised as per actual meter consumption in the old meter and is par the existing load of the consumer, the necessary benefit of slab rate has already been provided in the bill of the consumer.*

**D.** Hearing was held on 01.05.2023, as scheduled. Both the parties were present during the hearing through video conferencing. At the outset, the appellant briefed the appeal and submitted that his consumption cannot be more than 3 units/day. Per contra the respondent SDO submitted that at the time of installing smart meter on

07.07.2022 the reading in old meter was 16785 units and the account of the consumer was overhauled after deducting the already charged amount for the period from 20.02.2020 to 07.07.2022 (868 days). For this period average consumption of electricity was 18 units/day. Further, after installing smart meter average consumption for period from 07.07.2022 to 07.12.2022 (153 days) is 15 units/day and MDI recorded in smart meter is 3.23 KW against sanctioned load of 1 KW.

**E.** In view of the aforesaid facts and discussions, the contention of the appellant that he has not been tendered bill as per actual consumption is not admissible since the bill was issued as per consumption recorded in his meter. Also, average consumption recorded in old meter is also comparable with the average consumption recorded in new meter. Therefore, the appeal is dismissed as devoid of merit.

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

Given under my hand on 1<sup>st</sup> May, 2023.

Sd/-  
**(Virendra Singh)**

**Electricity Ombudsman, Haryana**

**Dated: 01.05.2023**

**CC**

**Memo. No. HERC/EO/Appeal No. 33/2023/**

**Dated:**

1. Sh. Randhir Singh S/o Shri Babu Ram, House No. 1112, Mahadev Colony, Surajpur, Tehsil Kalka, District Panchkula.
2. The Managing Director, Uttar Haryana Bijli Vitran Nigam Limited (UHBVNL) Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula, Haryana (Email md@uhbvn.org.in).
3. Legal Remembrancer, Haryana Power Utilities, Shakti Bhawan, Sector- 6, Panchkula – 134109 (Email lr@hvpn.org.in).
4. The Chief Engineer 'Op', Panchkula, Sector-14, Panchkula.
5. The Superintending Engineer 'Op' Panchkula, SCO 89, Sector-5, Panchkula (Email seoppanchkula@uhbvn.org.in).
6. The Executive Engineer 'Op' Panchkula, Flat No-517 & 518, Power colony, Panchkula (Email xenoppanchkula@uhbvn.org.in).
7. The SDO 'Op' Sub Urban Division, Panchkula, 66 KV, Sub-station, Power Colony, Industrial Area, Panchkula (Email sdoopsuppanchkula@uhbvn.org.in).