



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
E-mail: eo.herc@nic.in

(Regd. Post)

Appeal No. : 74/2023
Registered on : 18.08.2023
Date of Order : 05.09.2023

In the matter of: -

Appeal against the order dated 11.05.2023 passed by CGRF, UHBVNL, Kurukshetra in complaint No. 47/2023.

Shri Sunder Singh, House No 779/32, Shivaji Colony, Gurudwara Wali Gali, Rohtak-124001 **Appellant**

Versus

Uttar Haryana Bijli Vitran Nigam Limited **Respondent**

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Shri Sunder Singh

Present on behalf of Respondents:

Shri Ramender Malik, XEN (Operation), City Rohtak

Shri Abhimanyu Dhankhar, SDO (Operation) S/D City No. 2 Rohtak

ORDER

A. Shri Sunder Singh has filed an appeal against the order dated 11.05.2023 passed by CGRF, UHBVN, Kurukshetra in complaint No. 47/2023. The appellant request for following relief as under: -

निवेदन यह है कि मैं सुन्दर सिंह S/o रामसरूप, म.नं. 779/32, चार मरला, शिवाजी कॉलोनी, गुरुद्वारा वाली गली का निवासी हूँ। मेरा मीटर A/c No. 3829260000 तथा RF12/1868 है। मेरे सब-डिविजन-2 रोहतक है मेरा मीटर Sr. No. 75037743 था जिसे 25/03/2021 से 26/05/2021 के बिल में 75037744 कर दिया गया यही Sr. NO. निर्मल कुमारी का भी था तथा उसका A/c 1504060000 है।

1. मैं CGRF के फैसले से सहमत नहीं हूँ। पहले बिल में मेरा मीटर Sr. No. बदल कर निर्मल कुमारी तथा मेरा मीटर Sr. No. 75037744 कर दिया मेरे मीटर के बिल निर्मल से तथा निर्मल के मीटर के बिल मेरे से भरवाए गए। मेरा बिल 26/05/2021 से 27/07/2021 का बिल यूनिट का बिल 21484 रुपये दिया गया।

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|-----------------|--------------------------|-------|-----|
| सुन्दर सिंह बिल | | | |
| | 26/05/2021 से 27/07/2021 | यूनिट | बिल |

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|-------------------|--------------------------|--------|--------|----------|
| रिडिंग | 5757 | 8665.8 | 2908.8 | 21484.00 |
| | 26/05/2021 से 27/07/2021 | | यूनिट | बिल |
| रिडिंग | 8665.8 | 9509 | 843.2 | 3778.23 |
| निर्मल कुमारी बिल | | | | |
| | 27/07/2021 से 28/09/2021 | | यूनिट | बिल |
| रिडिंग | 6229.9 | 6756.6 | 526.7 | -1342.00 |
| | | | एरियर | -3051.18 |

2. सुन्दर सिंह Complaint ID : 5559 dated 17-09/2021 की verification dated 21/09/2021 के अनुसार मेरे मीटर का Sr. No. 75037744 दर्शाया गया है तथा reading 6701.5 दर्शायी गई है। यह reading निर्मल कुमारी मीटर A/c No. 1504060000 के बिल की है। यह मीटर मेरा था। मेरे बिल की रिडिंग 9509 थी जो कि निर्मल के मीटर की reading थी। बिल अदल-बदल कर भरवाया जा रहा था। कॉपी सलंगन है। Proof में 08/10/2021 का बिल लगा है।
3. मैंने दोनों मीटरों की बिलों की डिटले कॉपी बनाकर लगाई है। जिसमें दोनों मीटरों के Sr. No. 75037744 थे 06/10/22 तक दिखाये गये थे 07/10/2022 को यह बिल प्राप्त हुए जिसमें मेरा Sr. No. 75037743 computer में कर दिया गया। आप इसकी verification करवा सकते हैं तथा मामले को समझ सकते हैं।

4.

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| सुन्दर सिंह के 09/06/2022 के बिल में | | | | |
| | 24/03/2022 से 30/05/2022 | | यूनिट | बिल |
| रिडिंग | 7554.9 | - | 251.68 | 664.00 |
| इस दौरान मीटर अदल-बदल कर दिये गये। मेरा बिल दिनांक 16/08/2022 में | | | | |
| | 24/03/2022 से 03/08/2022 | | यूनिट | बिल |
| रिडिंग | 7554.9 | 11575 | 4020.1 | 29166.00 |
| | 29/01/2022 से 24/03/2022 | | यूनिट | बिल |
| रिडिंग | 7311.6 | 7554.9 | 243.3 | 494.00 |

5. मेरे मीटर के बकसे पर 1868 लिखा था मेरा मीटर बीच में था निर्मल का मीटर दाएँ हाथ को था मेरे मीटर के बकसे का 1868 काट कर 12 /4289 नं0 निर्मल का लिख दिया तथा निर्मल की मीटर नं0 लिख दिया निर्मल के मीटर पर मेरा A/c No. 3829260000 लिख दिया गया। दोनों मीटरों की सील तथ शीशे तोड़ कर तार अदला बदली लगभग अप्रैल 2022 में कर दिया गया निर्मल के मीटर का सीरियल नं0 75037743 करके निर्मल के मीटर के तार हमारे घर से तथा हमारे मीटर के तार निर्मल के घर से जोड़ दिया गया। जिस फैसले में ठीक करार दिया गया जो कि सरासर अन्याय है। मामले की जाँच निष्पक्षता से कराई जाये।

6.

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| सुन्दर सिंह के 06/08/2021 के बिल में | | | | |
| | 26/05/2021 से 27/07/2021 | | यूनिट | बिल |

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|--------------------------------------|--------------------------|--------|--------|----------|
| रिडिंग | 5757 | - | 319.17 | 1008.00 |
| सुन्दर सिंह के 17/08/2021 के बिल में | | | | |
| | 26/05/2021 से 27/07/2021 | | यूनिट | बिल |
| रिडिंग | 5757 | 8665.8 | 2908.8 | 21484.00 |
| सुन्दर सिंह के 08/10/2021 के बिल में | | | | |
| | 27/07/2021 से 28/09/2021 | | यूनिट | बिल |
| रिडिंग | 8665.08 | 9509 | 843 | 25886.00 |
| सुन्दर सिंह के 18/11/2021 के बिल में | | | | |
| रिडिंग | 26/05/2021 से 27/10/2021 | | यूनिट | बिल |
| | 5757 | 6956.8 | 1199.8 | 2909.00 |
| | | | एरियर | 25885.84 |

7. मेरा मीटर के बिलो की रिडिंग कभी कम कभी ज्यादा है जैसा की बिलों से स्पष्ट है। सब बात बळत्थ की सात मीटिंग में दिखाने पर भी नजर अंदाज कर दिया गया। आशा है कि आप मेरी समस्या को समझते हुए न्याय करेंगे सभी बिलो की पी.डी.एफ कॉपी संलग्न है।
8. Proof में मेरे मीटर के बिल निर्मल से तथा निर्मल के बिल मेरे से भरवाये जाते रहे। उसके बाद मीटर बदल दिये गये। कभी रिडिंग कम तथा कभी ज्यादा दी गई सब मिली भगत से हुआ। मेरा औसत बिल लगभग 600/- है। यह सभी Arrear नाजायज (गलत) लगा दिये गये है इनसे निजात दिला कर समस्या का समाधान किया जाये। मैं दो साल से S.D.O, SE तथा CGRF के चक्कर लगा चुका हूँ। आपसे प्रार्थना है कि इसमें मेरे साथ न्याय किया जाये मैंने आपके सामने सभी Proof रख दिये है।
- B.** The appeal was registered on 18.08.2023 as an appeal No. 74/2023 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 05.09.2023.
- C.** The respondent SDO vides email dated 04.09.2023 has submitted reply which is as under:
- The point wise reply on the basis of available office record is respectfully submitted as under please: -
1. That the meter sr.no-75037743 is installed at above consumer premises in the name of Sunder Singh A/c No-3829260000 (RF12-1868) as reported by area incharge vide SVR No-80/238 dt-8/8/2022 and as per system record.
 2. That the record of meter is verified from CA-21 No 03/81, meter sr.no-75037743 installed at above consumer premises on dated-19/03/2018.
 3. That the meter sr.no-75037744 installed on another consumer premises in the name of Nirmal Kumari w/o Sh. Satender Kumar A/c No-1504060000 (RF12-4289) which is found verified as per reported by area

incharge vide SVR No-99/237 dt-15/9/2022 and also verified from CA-21 record at CA 21 No- 03/81.

4. That in A/c No-3829260000 in the of name Sh. Sunder Singh the another meter Sr. No- 75037744 as detailed in point no-3 above was wrongly updated as per SVR Report No- 27/722 dt-27/10/2021. As per SVR No-80/238 dt-08/8/2022 meter sr.no. 75037743 was also found reported by area incharge.
5. The consumer bill has been corrected through BR4 as per actual readings vide SVR no- 60/236 dt-30/11/2022 and the correct bill has been delivered to consumer, but the consumer has refused to receive the bill as per written statement of the then SDO.
6. That the other consumer Smt. Nirmal Kumari having A/c no-1504060000 (RF12-4289) is paying her bills regularly as per actual readings.

The Detail is as under: -

| A/c No | Name | Actual Sr. No of Meter | Billed from units | To be billed from) | Amount Paid | Net balance Amt. |
|------------|---------------|------------------------|---|---|---|------------------|
| 3929260000 | Sunder Singh | 75037743 | 5900 KWH = 172.4+182.4+243.3+251.68+4020.1+344.9+596+89 (Period 27/10/2021 to 30/11/2022 = 399 days) bills of this period cancelled and revise bill prepared as detailed in the next column | Revised bill prepared for 5307 KWH i.e. period from 27/10/2021 to 30/11/2022 = 399 days (after making all adjustments) Rs.24908/- + S/C-719 Total = 25627/- | Total Paid Rs.2304/- from 12/2021 to 6/2022 | 25627 |
| 1504060000 | Nirmal Kumari | 75037744 | 2782 KWH (Bill Period 28/9/2021 to 29/11/2022 = 427 Days) | 2782 KWH (Bill Period 28/9/2021 to 29/11/2022 = 427 Days) = Amt. Rs.10112/- | Total Paid Rs.10112/- | Nil |

This is to certify that there is no changes of meter/wire of both consumers. The meter serial no of consumer name Sunder Singh wrongly changed in CCB on 27/10/2021 from 75037743 to 75037744 and due to this wrong reading were feeded in CCB which were later on dt-6/10/2022 vide case id 56106339635 has been reverted from 75037744 to 75037743.

The readings/bill corrected through BR-4 on dt-02/12/2022 vide Case ID No-8900125470 on basis of SVR No-60/236 dt-30/11/2022 wherein reading are 12263.8 in meter sr.no-75037743 in the name of appellant.

7. The ledger of appellant from 1/2016 to 8/2023 where it is quite evident that he has made no payment to the Nigam after 07/06/2022 i.e. he is enjoying electricity without any cost.
8. After the decision of Hon'ble CGRF Kurukshetra on dt-11/05/2023 this office has given a notice to the appellant to deposit the pending bills vide this office Memo No-5206 dt-15/05/2023.

So, in view of all above facts it is respectfully submitted that the grievance of the appellant has already been sorted and well explained to him on various occasions during the grievance meetings at different level from different respected officers but the appellant is not ready to listen the solutions provided by the Nigam & is escalating his grievance which is now before the Hon'ble your good self.

- D.** Hearing was held today, as scheduled. Both the parties were present through video conferencing. The appellant as well as the respondent SDO advanced their respective arguments/averments already reproduced earlier in the present order.
- E.** After hearing both the parties and record made available on file, it is observed that the meter having serial number 75037743 was installed in the name of Sh. Surender Singh (A/c No-3829260000) on 19.03.2018 whereas another meter having serial number 75037744 was installed in the name of Smt. Nirmal Kumari (A/c No-1504060000). In 10/2021, meter having serial number 75037744 was wrongly updated in A/c No-3829260000 in the name of Sh. Sunder Singh by area in charge vide SVR No- 27/722 dated 27/10/2021. Bill of the appellant was corrected by the respondent SDO through BR4 as per actual readings vide SVR No-60/236 dated 30/11/2022. The appellant has not made any payment of electricity bill after 07.06.2022. It needs not to say here that the appellant suffered unnecessarily due to negligence of the officials of the Nigam, for which Corporate Forum in its order has already directed SE OP circle UHBVN Rohtak for taking disciplinary action against the delinquent official(s) for the lapses/negligence on his/their part.
- F.** In view of the above discussions, since the revised bill of the appellant for period from 27.10.2021 to 30.11.2022 has already been prepared and issued on 02.12.2022 by respondent SDO after entering correct meter serial number i.e. 75037743 and reading of his meter, the order dated 11.05.2023 of Corporate

Forum, UHBVN, Kurukshetra in the matter is upheld. The instant appeal in disposed off accordingly.

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

Given under my hand on 05th September, 2023.

Sd/-

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 05.09.2023

CC-

Memo. No. HERC/EO/Appeal No. 74/2023/2378-2384

Dated: 06.09.2023

1. Shri Sunder Singh, House No 779/32, Shivaji Colony, Gurudwara Wali Gali, Rohtak (Email himanshukumar2787@gmail.com).
2. The Managing Director, Uttar Haryana Bijli Vitran Nigam Limited (UHBVNL) Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula (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', Rohtak, Old Power House Colony, Circular Road, Rohtak (Email ceoprohtak@uhbvn.org.in).
5. The Superintending Engineer 'Op' Rohtak, Rajiv Gandhi Vidyut Bhawan, Delhi Road, Rohtak (Email seoprohtak@uhbvn.org.in).
6. The Executive Engineer (Operations), City Rohtak, 33KV Power House, Model Town, Delhi Road, Rohtak (Email xenopcityrohtak@uhbvn.org.in).
7. The SDO (Operations), Sub/Division No-2 Near ITI, Double Phatak, Rohtak-124001 (Email sdoopno2rohtak@uhbvn.org.in).