



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 : 96/2023
Registered on : 18.10.2023
Date of Order : 28.11.2023

In the matter of: -

Appeal against the order dated 18.09.2023 passed by CGRF UHBVNL, Kurukshetra in complaint no. UH/CGRF- 139/2023.

Shri Ram Pal, S/o Shri Amar Singh, VPO Jundla, District Karnal **Appellant**

Versus

1. The Executive Engineer Operation, Sub Urban Division No. 2, UHBVN, Karnal **Respondent**
2. The SDO Operation, Sub Division, UHBVN Jundla

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Shri Ram Pal

Present on behalf of Respondents:

Sh. Mehtab Singh, XEN Operation, Sub Urban Division No. 2, UHBVN, Karnal
Shri Rohit, SDO Operation, Sub Division, UHBVN Jundla

ORDER

- A.** Shri Ram Pal filed an appeal against the order dated 18.09.2023 passed by CGRF UHBVNL in case No. 139/2023. The appellant request for following relief as under: -

सविनय निवेदन यह है कि मैं रामपाल S/o सी अमर सिंह R/o जुंडला जिला करनाल हरियाणा का स्थाई निवासी हूँ। मेरे घर पिछले 15 वर्ष से अधिक समय से बिजली का मीटर लगा हुआ है। जिसकी संख्या 34JJ182055 है। मैं इस मीटर का उपयोग कर रहा हूँ और लगातार रीडिंग के तहत बिल भर रहा हूँ मेरे मीटर 12.01.2023 को J.E. हर गुलाल द्वारा उतरवा दिया मुझे कहा गया ये मीटर गलत कंपनी का लगा हुआ है कंपनी का नाम H.P.L था जिसका सीरियल नंबर 64733621 है। मेरा मीटर करनाल लैब में टेस्ट करवाया गया जोकि सभी प्रकार से मेरा मीटर ठीक पाया गया। मुझसे रीडिंग से अलग 27754 रुपया का बिल दे दिया गया जोकि गलत था मैंने विभाग के नियम के अनुसार S.D.O Jundla को दरखास दी। तो उन्होंने कोई सही जवाब नहीं दिया। मैंने फिर एक दरखास XEN साहब करनाल को भी दी थी। वहां पर भी मेरी कोई

सुनवाई नहीं हुई तो मैंने इसके बाद मैंने C.G.R.F ऑफिस कुरुक्षेत्र में 12.07.2023 को एक दरखास दी तो उन्होंने मुझे कर्नल S.E. साहब ऑफिस में बुलया और कहा की तेरा बिल 7951 रुपए कम हो जाएगा। लेकिन मैं C.G.R.F. कुरुक्षेत्र ओफिसर की करवाई से संतुष्ट नहीं हूँ। जो मीटर मेरे घर पर शुरू से लगा हुआ है वो भी बिजली बोर्ड ने लगाया था। बाद में भी दूसरा मीटर बिजली बोर्ड ने लगाया था उनके अनुसार जो रीडिंग आती थी मैं हर महीने बिल देता रहा हूँ फिर मेरी क्या गलती है जो विभाग मुझ पर 27754 रुपया क्यों डाल रहा है। मेरा हिसाब से गलत है। आप से हाथ जोड़कर विनती है मेरे साथ न्याय किया जाए मैं सदैव आपका आभारी रहूंगा।

B. The appeal was registered on 18.10.2023 as an appeal No. 96/2023 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 28.11.2023.

C. The respondent SDO vide email dated 20.11.2023 has submitted reply which is as under: -

It is submitted that complainant meter was packed on dated 12.01.2023 for testing in M&T Lab Karnal as meter was showing reverse behavior. The meter got checked there and 7671 kWh reading retrieved via TOD. The consumer has paid for 3728 units and after that he was charged as per lab report.

The consumer was charged for 3943 units and it results into high slab rate and for the same Forum directed to overhaul the account to give slab benefit to consumer. After that the total consumption period of this meter has overhauled i.e. from 06.08.2021 to 12.01.2023 and same was found in order by the Forum. After overhauling the account, a sum of Rs. -7951/- was required to be adjusted and same has been refunded / adjusted in this account.

D. Hearing was held today, as scheduled. Both the parties were present during the hearing through video conferencing. At the outset, the appellant briefed the appeal in detail and submitted that Rs. 27,754/- have been charged in his account with no fault. Per contra, the respondent SDO submitted that the meter was showing reverse behavior e.g. in the month of November, 2022 the reading became 4162 from 4171. Accordingly, meter changed and old meter packed and got checked in M&T Lab wherein the reading has been retrieved via TOD as 7671 accordingly the account has been overhauled, allowing slab benefit. The respondent XEN submitted that the average consumption after replaced of meter is almost similar to that average consumption on basis of which the account of consumer was overhauled.

E. The operative part of the order dated 18.09.2023 passed by the Corporate Forum is as under:

After examining the reply of the Respondent SDO, the record available on the file and hearing the parties, the Forum has observed that the account of the consumer has been overhauled by the SDO/Respondent after going through the record of period 06.08.2021 to 12.01.2023 and sum of Rs. (-) 7951 has been adjusted into his account. The reply of SDO/Respondent was found in order.

Therefore, the case is disposed of without cost to either parties.

F. In view of the above facts and circumstances, since the action taken in the matter by the respondent is found in order, the contention of the appellant that total amount of Rs. 27,754/- was not chargeable on him, is not admissible. Therefore, the order dated 18.09.2023 passed by the CGRF UHBVN Kurukshetra is upheld and the appeal is disposed off accordingly.

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

Given under my hand on 28th November, 2023.

Sd/-

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 28th November, 2023

CC-

Memo. No. HERC/EO/Appeal No. 96/2023/ 3625-31

Dated: 29.11.2023

1. Shri Ram Pal, S/o Shri Amar Singh, VPO Jundla, District Karnal (Email pardeepdhanial7@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 Operation, Sector-14, Panchkula (Email ceoppanchkula@uhbvn.org.in).
5. The Superintending Engineer/OP, Karnal, Rajiv Gandhi Vidyut Sadan, Sec-12, Karnal (Email seopkarnal@uhbvn.org.in).
6. The Executive Engineer Operation, Sub Urban Division No. 2, UHBVN, Karnal, Near Kali das Rangshala (Email xenopsu2karnal@uhbvn.org.in).
7. The SDO (Operations), Sub Division, UHBVN Jundla, 132KV S/Stn. Jundla (Email sdoopjundla@uhbvn.org.in).