



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. : 99/2023
Registered on : 20.11.2023
Date of Order : 05.12.2023

In the matter of:

Appeal against the order dated 27.10.2023 passed by CGRF UHBVNL, Kurukshetra in complaint no. UH/CGRF- 231/2023.

Dr. Mrs. Neelam Kukreja, W/o Dr. Manish Kukreja, Chirag Nursing Home, Jhansa Road, Kurukshetra **Appellant**

Versus

1. The Executive Engineer Operation Division, UHBVN, Kurukshetra **Respondent**
2. The SDO/Operation, Sub Division, UHBVN, Pipli

Before:

Sh. Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Dr. Manish Kukreja husband of appellant

Present on behalf of Respondents:

Shri Abhishek, SDO/Operation, Sub Division, UHBVN, Pipli

ORDER

A. Dr. Mrs. Neelam Kukreja has filed an appeal against the order dated 27.10.2023 passed by CGRF, UHBVNL, Kurukshetra in complaint No. 231/2023. The appellant request for following relief as under: -

1. I am the subscriber of Account No 4744723504.
2. That the above meter has been installed at 1808, Type 1, First floor, Sector-8, Kurukshetra whose ownership stands to me.
3. That the above house was subletted to Mr. Mohit who stayed there approx. for 3 years.
4. The tenant of the house Mr. Mohit paid all the bills till June 2023, as per the demand bill supplied to him.
5. In the month of August he received a huge bill of 60, 000 plus. He refused to pay the bill and vacated the house for this reason.
6. He stated that when all the previous bills sent by UHBVN have been paid by him, then why such a huge bill. He showed his helplessness to deposit such a huge amount and I became the victim of such a huge loss.

7. In fact, it seems there is no fault of him as the meter reader did not took proper readings and all the previous bills were sent on average basis, which is a fault of department and not of consumer.
 8. I filed an application to the Chairman CRGF, Kurukshetra requesting him to settle the grievance but the decision taken by him is not in favour of mine.
 9. I was not given any written information by him to appear on the decision hearing date. The decision taken was biased as it was taken by asking only the opponent party to appear. Though a mail was sent to me in which the deciding committee just invited SDO and nowhere mentioned for me to appear.
 10. Instead of sending reminders and phone calls, I am getting the reply of official mail by the CRGF office on 31st of October, which was executed on 23/10/23.
 11. In my mail to the CRGF office, I requested officials not to take any decision without my personal appearance, but in vain.
 12. I am totally aggrieved by the decision of deciding officers committee as it is only one sided/ one way appearance decision. I was not given a chance to put my verdict.
 13. It is my humble request not to make me the victim of bearing such a great loss where fault is of department and not of mine. The punishment of the meter reader should not be imposed upon me.
 14. Till the final decision meter connection may temporarily be upheld so that I may not bear further financial losses.
 15. I am forwarding the previous proceedings / conversations with CRGF in attachment so that you may know the reality.
 16. I request you with folded hands to submit my appeal and compensate the matter, settle my grievance and let the meter reader be asked for his inefficiency instead of punishing me.
 17. I hope you will do the needful and oblige.
- B.** The appeal was registered on 20.11.2023 as an appeal No. 99/2023 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 05.12.2023.

C. The respondent XEN vide email dated 01.12.2023 has submitted reply which is as under:

1. As per record against A/c no. 4744723504, a meter is installed on House no.1808, type 1, 1st floor, sector 8, Kurukshetra in the name of Mrs. Neelam Kukreja.
2. As stated in point no. 1.
3. This office has no knowledge regarding the rent agreement between Smt. Neelam Kukreja and Mr. Mohit. For the Nigam, the user of the connection was Smt. Neelam Kukreja.
4. As stated in point no. 3.
5. It is to be informed that bill of the subject cited A/c no. 4744723504 has been overhauled for the period of 23-02-2020 to 21-06-2023 (1214 days). During this period 16646 units were consumed for which a bill amounting Rs.81088/- was issued out of which an amount of Rs.18854/- on account average unit was adjusted and remaining bill Rs.62204/- was served to the consumer payable on 14/08/2023. All slab benefit has already been given to the consumer in this bill. It is also pertinent to mention that in this time period, reading was being taken by downloading. But due to software issue, average bill was being generated which was rectified and that lead to revision of bill for the time period of 1214 days and as stated in point no. 3 the user of this connection as per the bill detail was Smt. Neelam Kukreja.
6. As stated in point no. 3.
7. As stated in point no. 3.
8. As stated in point no. 3
9. CGRF hearing letters were copied to consumer for attending the same.
(copy attached)
10. Not relates to this office.
11. Not relates to this office.
12. As stated in point no. 1,3 & 9.

D. The appellant vide email dated 01.12.2023 has submitted submissions in response to respondent reply, which is as under:

1. Point no. 3 states that their office has no knowledge regarding the rent agreement. Though I mentioned in my application to them that Mr. Mohit

is tenant, still if there is any doubt, I am submitting the notary attested official rent agreements of last 3 years between me and Mr. Mohit.

2. Point no. 5 states that the bill has been overhauled for a period of 1214 days i.e. 3 years and 4 months approximately. It is a matter of strange fact that for such a long period of three years and four months (1214 days) no higher official/ no junior officer/ no meter reader/ no lineman pointed out the blunder mistake of alleged software error. The respondents are admitting that the error was of software. But it is my humble statement that the software is also operated by the officials of UHBVN. It was the sincere duty of the officer in-charge to look into the matter well in time and rectify it. But no action was taken by the officer in-charge well in time. In fact, it is the fault of Software monitoring team and I should not be punished or suffered for the mistake of UHBVN.
 3. Point No. 9 states that CGRF hearing letter was copied to the consumer for attending the same. I would like to clarify that the letter was addressed to SDO Operations and he was directed to appear. He was also directed to send the reply of copy to the complainant side by side but no reply was sent to me. Though a copy of above order which was addressed to the SDO was sent to me also but nowhere it was mentioned for me to appear. Moreover, in my further communication to the authority, I stated not to decide the case without my appearance and my verdict but no action was taken.
 4. I am a loyal consumer of UHBVN since long and my tenant Mr. Mohit has paid all the previous bills of UHBVN timely without any fail. My humble and folding hand request to your good self is that I shall be granted the relief for the exceeded bill where I was at no fault. Kindly, compensate the matter and settle my grievance as without tenant I am bearing the loss of rent since August 2023.
- E.** Hearing was held on today, as scheduled. Both the parties were present through video conferencing. Both parties argued the matter at length reiterating their written submissions as mentioned above. The same are not reproduced for sake of brevity.
- F.** The operative part of the order dated 27.10.2023 passed by the CGRF, UHBVNL, Kurukshetra is as under:

“After examining the reply of the respondent SDO, the record available on the file and hearing both the parties, the forum has observed that the account of the

consumer having electricity account No 4744723504 has been overhauled for the period 23.02.2020 to 21.06.2023 (1214 days) by SDO/Respondent. During this period 16647 units were consumed for which a bill amounting to Rs. 81088/- was issued out of which an amount of Rs. 18854/- on account of average units was adjusted and remaining bill payable by the consumer is Rs. 62204/- which has been served to her and last date for payment was 14.08.2023. It has also been mentioned in the said reference that slab benefit has already been given to the complainant. The reply of SDO/Respondent was found in order.

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

G. After hearing both the parties and going through the record made available on file, it is observed that for period of 23.02.2020 to 21.06.2023, electricity bills were rendered to consumer on average basis due to software problem. The actual reading was taken by the respondents on 21.06.2023 and accordingly, the account of the appellant was overhauled for period of 23.02.2020 to 21.06.2023 to give slab benefit. Since the bill has been issued now on basis of actual consumption recorded in the meter of the consumer, no further relief can be given to the appellant as legitimate electricity bill is to be paid by the consumer. Therefore, I find no reason to interfere with the order of the Forum and the same is upheld. The appeal is disposed of accordingly.

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

Given under my hand on 5th December, 2023.

Sd/-

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 5th December, 2023

CC-

Memo. No. HERC/EO/Appeal No. 99/2023/ 3768-74

Dated: 05.12.2023

1. Dr. Mrs. Neelam Kukreja, W/o Dr. Manish Kukreja, Chirag Nursing Home, Jhansa Road, Kurukshetra-136118 (Email doctor.kukreja@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 (Operations), Kurukshetra, Near Gymkhana Club, 3rd Floor, Sec-8, Kurukshetra (Email seopkurukshetra@uhbvn.org.in).
6. The Executive Engineer Operation Division, Kurukshetra, Divisional Office, Near Gymkhana Club, 2nd Floor, UHBVN Bldg, Sec-8, Kurukshetra (Email xenopkurukshetra@uhbvn.org.in).
7. The SDO/Operation, Sub Division, Pipli, Near Gymkhana Club, Ground Floor, UHBVN Bldg, Sector-8, Kurukshetra (Email sdooppipli@uhbvn.org.in).