



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. : 27/2024
Registered on : 20.08.2024
Date of Order : 05.11.2024

In the matter of:

Appeal against the order dated 27.06.2024 passed by CGRF UHBVN Panchkula in complaint no. 154/2024.

Shri Ishwar Singh, S/o Shri Chet Ram, Kuhar Panna, Ward No. 9, Samalkha **Appellant**
Versus

1. The Executive Engineer (Operation), UHBVN, Samalkha
2. The SDO (Operation), Sub-Division, UHBVN, Samalkha **Respondent**

Before:

Shri Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Shri Ishwar Singh

Present on behalf of Respondents:

Shri Shiv Kumar, SDO (Operation), Sub-Division, UHBVN, Samalkha

ORDER

A. Shri Ishwar Singh has filed an appeal against the order dated 27.06.2024 passed by CGRF, UHBVNL, Panchkula in complaint No. 154/2024. The appellant has requested the following relief: -

यह है की मैंने एक शिकायत दिनांक 22.05.2024 शिकायत संख्या 154/2024 पर काफी मशक्कत करने के बाद विभाग ने आदेश जारी किए है जिसकी प्रति साथ संलग्न है जिनसे मैं पूर्ण रूप से संतुष्ट नहीं हु जिसकी वजह से मैं विभाग से अपील करता हु की मेरे केस की पुनः जाँच कराई जाए जिससे मैं पूर्ण रूप से संतुष्ट हो सकू.

B. The appeal was registered on 20.08.2024 as an appeal No. 27/2024 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 10.09.2024.

C. The respondent SDO vide email dated 06.09.2024 has submitted reply, which is reproduced as under:

In this connection, it is submitted that while releasing the new AP connection the work could not be executed at site timely due to site dispute with neighbour. Even after the than SDO (OP) Sub Division, UHBVN, Samalkha made continue his efforts to execute the work. Later on, SDO (OP) Sub Division, UHBVN, Samalkha has requested to SDM Samalkha vide his office Memo. No 9396 dated 10.06.2024 to appoint duty magistrate for executing the work. Accordingly, SDM Samalkha depute

as duty magistrate to Sh. Parvinder Rathee, SDO (OP), Sub Division UHBVN, Bapoli vide his office Memo. No. 1517-19 dated 13.06.2024. The than SDO (OP) Sub Division, UHBVN, Samalkha & duty magistrate=+e visited the site collectively and after making efforts the both parties i.e. the neighbour and complainant became satisfied for executing the work as per new site sketch. No any extra expenses were found borne by the consumer while executing the work as per new site sketch.

Therefore, you are requested to close the complaint after considering the facts as mentioned above.

- D.** Hearing was held on 10.09.2024, as scheduled. Both the parties were present during the hearing through video conferencing. At the outset, the representative of the appellant requested for short adjournment being his father not feeling well. Acceding to the request of the appellant, the matter was adjourned for hearing on 08.10.2024.
- E.** Hearing was held on 08.10.2024, as scheduled. Both the parties were present during the hearing through video conferencing. At the outset, the representative of the appellant requested for short adjournment of 10 days being his father still not feeling well. Acceding to the request of the appellant, the matter was adjourned for hearing on 05.11.2024.
- F.** Hearing was held today, as scheduled. Both the parties were present through video conferencing. At the outset, the appellant submitted that the connection has been released but it is not released as per original estimate framed by the Respondent SDO. The Respondent SDO submitted that due to dispute of the complainant with the neighbour the work could not be executed at site. On the request of his office, SDM Samalkha had appointed Duty Magistrate. The than SDO Samalkha and Duty Magistrate had visited the site and convinced neighbour and complainant for executing the work as per new site sketch. Accordingly, the connection was released as per new estimate.
- G.** The complainant stated that transformer has not been erected at load center. Number of trees exists nearby the feeding line. No tree cutting has been done by office of the respondent. Due to poor maintenance of line, there is frequent interruption of supply to his AP Tube well. Further, excess amount deposited is not refunded by the Respondent SDO.

The Respondent SDO submitted that he has not received any complaint regarding interruption of supply from the complainant earlier. He will get checked the line and

take appropriate action in the matter. Further, Rs. 5792/- are refundable which will be adjusted / refunded in bill of new account.

- H.** The complainant further submitted that no account number has been provided till now. The Respondent SDO submitted that his office has sent a mail to HCL, Panchkula for allotment of new account number and the same shall be intimated to the consumer shortly.
- I.** In view of the above facts and discussions, it is observed that the respondent SDO has released AP connection of the appellant, by getting appointed a Duty Magistrate, through alternate route suggested by the Duty Magistrate. The respondent SDO is directed to ensure to refund/ adjust excess amount of Rs. 5792/- in bill of the appellant's account of new AP connection. The instant 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 November, 2024.

-Sd/-

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 05.11.2024

CC-

Memo. No. 2016-22/HERC/EO/Appeal No. 27/2024

Dated: 07.11.2024

1. Shri Ishwar Singh, S/o Shri Chet Ram, Kuhar Panna, Ward No. 9, Samalkha.
2. The Managing Director, Uttar Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula.
3. Legal Remembrancer, Haryana Power Utilities, Sec- 6, Panchkula.
4. The Chief Engineer (Operation), Uttar Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula.
5. The Superintending Engineer (Operation), Panipat, 132 KV Sub Station, Gohana, Road Panipat.
6. The Executive Engineer (Operation), Samalkha, Near Jangra Dharamshala, Officers Colony, Samalkha.
7. The SDO (Operation), Samalkha 132 KV Sub Station, G.T. Road, Samalkha