



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 : **32/2024**
Registered on : **01.10.2024**
Date of Order : **29.10.2024**

In the matter of: -

Appeal against the order dated 23.08.2024 passed by CGRF UHBVNL, Panchkula in complaint no. UH/CGRF- 229/2024.

Smt. Mamta Devi, M/s Shree Shyam Industries, Plot No. 301, M.I.E. **Appellant**
Part-A, Bahadurgarh, Jhajjar

Versus

1. The Executive Engineer Operation Division, UHBVN, Bahadurgarh
2. The SDO (Operation), Sub Division UHBVN, Line par Bahadurgarh **Respondent**

Before:

Shri Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Shri Mrituanjay Singh husband of the appellant

Present on behalf of Respondents:

Shri Rahul Verma, SDO (Operation), S/D UHBVN, Line par Bahadurgarh

ORDER

- A.** Smt. Mamta Devi, M/s Shree Shyam Industries has filed an appeal against the order dated 23.08.2024 passed by CGRF, UHBVNL, Panchkula in complaint No. UH/CGRF- 229/2024. The appellant has requested the following relief: -

We are not agreeing with your order in respect to complaint by us. We are appealing the order of CGRF Dated 23.08.2024. We are facing financial problem. We have mentioned our problem point below here. We would like to request you kindly consider.

1. Stay order not to disconnect.
2. Waive off fine, interest etc.
3. Provide payment Installment time Minimum 15-18 months to repay.

Please understand my critical situation and consider our above points.

- B.** The appeal was registered on 01.10.2024 as an appeal No. 32/2024 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 29.10.2024.

- C.** The respondent SDO vide letter dated 10.10.2024 has submitted reply, which is reproduced as under:

In this context it is submitted that appeal against the CGRF order of dated 23/08/2024 of complaint no. UH/CGRF-229/2024 has been filled before the

hon'ble commission by the Smt. Mamta Devi C/o Shree Shyam Industries Bahadurgarh. The detail is submitted as below: -

The Account no. 1400630028 is registered on HT industry tariff with S. L 119.9 KW & C.D. 120 KVA In the Name of Shree Shyam Industries. The brief history regarding the excessive defaulting amount is as below: -

The account of the complainant was charged with MDI penalty for the period 11/2021 to 4/2022 and 7/2022 to 10/2022 of amounting Rs 556623/-.

The consumer had no defaulting amount till the billing of June 2022 and bill of July 2022 was issued of Rs 361262/- as per consumption basis but the consumer paid Rs 200000/- as part payment in the month of 07/22 so arrear of the rest of the amount was carry forward in the next bills. The consumer did not pay any amount during the bill period 09/22 to 01/23 and the Defaulting amount along with the arrear became Rs 1686876/-. This office disconnected the supply temporarily many times so that the consumer pays the defaulting amount. The consumer repeatedly requested to pay the amount in part payment by saying that his financial condition is not good. The consumer is paying the bill amount in part payments and as on date 10-10-24 the defaulting amount of Rs 1334877/- is pending against the consumer. The consumer had also submitted an affidavit that she will pay all the pending bill amount by Oct 2024. Further as per Hon'ble CGRF order this office is recovering the defaulting amount from the consumer. The complainant is requesting to waive off the interest from the bill amount which can't be waived off as per standing instructions of the Nigam.

- D.** Hearing was held today, as scheduled. Both the parties were present during the hearing through video conferencing. At the outset, Mr. Mrituanjay briefed the appeal and requested that more installments be allowed to deposit the pending amount due to financial crunch and to waive off surcharge.

Per contra the respondent SDO submitted that there was no defaulting amount till the billing of June 2022 and the appellant deposited part payment for bill of July 2022 whose arrear was carried forward in the next bills. The consumer did not pay any amount for the bill period from 09/22 to 01/23 resulting into increase in defaulting amount. The Corporate Forum vide its order dated 23.08.2024 had directed to recover all the outstanding dues from the complainant in 4 equal installments along with depositing of amount of current bill. Since then part payment is being accepted by the respondent and presently, defaulting amount

has reduced to approximately Rs. 8.8 lakhs. The surcharge on the arrear can't be waived off as per standing instructions of the Nigam.

E. After hearing both the parties and going through the record made available on file, the respondent SDO is already allowing part payment as per Nigam's instructions in compliance of the order dated 23.08.2024 passed by the Corporate Forum. Further, the bills on actual consumption are being issued by the respondent in time therefore, surcharge on the arrear accumulated due to non-payment by the appellant cannot be waived off.

F. In view of the above, the present 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 29th October, 2024

Sd/-

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 29.10.2024

CC-

Memo. No.1946-52/HERC/EO/Appeal No. 32/2024

Dated: 30.10.2024

1. Smt. Mamta Devi, M/s Shree Shyam Industries, Plot No. 301, M.I.E. Part-A, Bahadurgarh, Jhajjar
2. The Managing Director, UHBVN, IP No.: 3&4, Sector-14, Panchkula
3. Legal Remembrancer, Haryana Power Utilities, Sector- 6, Panchkula
4. The CE (Operation), UHBVN, Old Power House Colony, Circular Road, Rohtak
5. The Superintending Engineer (Operation), Jhajjar, 33 KV Power House Jhajjar
6. The XEN (Operation), UHBVN, Near Civil Hospital, Nai Basti, Bahadurgarh
7. The SDO (Operation), Line par, 33 KV Near Old Power House, Bahadurgarh