



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA

Haryana Electricity Regulatory Commission

Bays No. 33 - 36, Sector - 4, Panchkula-134109

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(Regd. Post)

**Appeal No.** : **16/2019**  
**Received on** : **22.04.2019**  
**Registered on** : **20.05.2019**  
**Date of Hearing** : **10.07.2019**  
**Date of Order** : **10.07.2019**

**In the matter of: -**

Appeal against the order dated 12.04.2019 of CGRF, DHBVNL, Hisar in case no. DH/CGRF-2440 of 2019.

Sh. Sanjay Dhankar S/o Sh. Phool Singh Adjacent to Haryana Boxing Academy, Tosham  
- Hansi Bye Pass Road, Bhiwani.

**Appellant/Complainant**

Versus

DHBVNL

**Respondents**

**Before:**

Mrs. Surbhi Jain, Electricity Ombudsman

**Present on behalf of Appellant**

None

**Present on behalf of Respondents**

None

**ORDER**

An appeal against the order dated 12.4.2019 passed by CGRF, Hisar in case No. DH/CGRF-2440 of 2019 has been received on 22.04.2019 which was registered as Appeal No. 16/2019. Notice of motion was issued on 23.5.2019. First hearing in the case was held on 18.6.2019 but the appellant was not present. The respondent SDO had submitted para-wise reply of the appeal, which was taken on record.

The same is reproduced as under: -

*“It is submitted that bill of A/c no .1546871885 was prepared for the period from 11.04.2018 to 17.11.2018 as per readings verified by M/s NYG. Previously the complainant was billed on PL basis, but after receiving of reading & adjustment of PL, bill prepared for Rs.19458/-&SMS sent to complainant at the time of preparing the bill. Complainant did not paid the bill within due time given, due to which surcharge Rs.564/- was charged by Nigam due to non- payment of bills within due time.*

*Further next bill was issued on dated 29.01.2019 & due date was 15.02.2019, but complainant again did not paid the bill & a sum of Rs.613/- charged on A/c of surcharge due to non-payment within time limit.*

*Surcharge cannot be reversed due to non- payment of bills within time. Also complainant had requested for 3 installments of outstanding amount. Installments have been made as per request & a sum of Rs.7,000/- was deposited by complainant & balance amount can be paid in 2 installments.”*

A copy of reply was sent to the appellant and he was allowed two weeks' time to file his rejoinder, if so desired, with a copy to the respondent SDO.

The second hearing was fixed for 10.7.2019 but neither of the parties were present.

On perusal of the order dated 12.4.2019, passed by the Consumer Grievances Redressal Forum, Hisar, the appeal filed by the appellant and the reply of the respondent SDO, I am of the considered view that no cause of interference in the orders of CGRF is made out. The appeal is therefore dismissed being devoid of merit.

File may be consigned to record.

Given under my hand on this day of 10<sup>th</sup> July, 2019.

**Dated: - 10.07.2019**

Sd/-  
(Surbhi Jain)  
Electricity Ombudsman, Haryana

A copy of the above is forwarded to the following:

1. The Managing Director, DHBVNL, Vidyut Sadan, Hisar 125005
2. The Chief Engineer 'Op.', DHBVNL. Vidyut Sadan, Vidyut Nagar, Hisar
3. The Superintending Engineer 'Op' Circle, DHBVNL, Bhiwani 127021
4. The Executive Engineer 'Op.', DHBVNL, Bhiwani.127021
5. The SDO/Op, S/Urban, Sub Division No 2, DHBVNL, Bhiwani.127021
6. Sh. Sanjay Dhankar S/o Sh. Phool Singh Adjacent to Haryana Boxing Academy, Tosham-Hansi Bye Pass Road, Bhiwani.

Appeal No. 16/2019/EO