

**BEFORE THE HARYANA ELECTRICITY REGULATORY COMMISSION AT
PANCHKULA**

Case No. HERC/P. No. 66 of 2025

Date of Hearing : 04/12/2025

Date of Order : 04/12/2025

IN THE MATTER OF:

Complaint under section 142, read with section 146 & section 149 of the Electricity Act, 2003 & Regulation 2.32 of HERC (Forum & Ombudsman) Regulations, 2020 for imposing penalty u/s 142 and institution of complaint u/s 146 of the Electricity Act, 2003 on account of non compliance of the order/ direction passed by Ld. Corporate forum for redressal of consumer grievances (CGRF) Gurugram as well as continuing failure to comply with the direction of order number 4840/2025 dated 23-04-2025 by respondent(s) and for direction(s) to ensure strict compliance of the direction issued by the corporate CGRF DHBVN Gurgaon vide order dated 23-04-2025 and to impose the penalty as per HERC (Standard of Performance of Distribution Licensee and Determination of Compensation) Regulation 2020 Schedule – II Sub Clause 2.

Petitioner

M/s Satguru Cotton Mill, Tohana Road, Bhuna Through its Partner Ashish Garg.

VERSUS

Respondent:

Dakshin Haryana Bijli Vitran Nigam Limited through its

1. Managing Director, DHBVN, Vidyut Sadan, Vidyut Nagar, Hisar
2. SE CBO, DHBVN, Commercial Back Office, Data Center, Vidyut Sadan, Vidyut Nagar, Hisar
3. SDO 'OP' Sub Division, DHBVN, Ratia Road Bhuna
4. XEN 'OP' Division Tohana, DHBVN, Near Amani, Tohana.

Present

On behalf of the Petitioner

Sh. Akshay Gupta, Advocate

On behalf of the Respondent.

1. Sh. Lovepreet Singh, Advocate
2. Ms. Priya Ahluwalia, Advocate
3. Sh. Vijendra Singh, SE/CBO, DHBVN
4. Sh. Krishan Kumar, XEN, DHBVN
5. Sh. Amit Singh, SDO, DHBVN

QUORUM

Shri Nand Lal Sharma, Chairman
Shri Mukesh Garg, Member
Shri Shiv Kumar, Member

INTERIM ORDER

1. The case was heard on 04/12/2025, as scheduled, in the court room of the Commission. The Commission taken a serious view of non-appearance of the Director (Operations), Director (Finance) and concerned SE/OP as called for personal appearance vide interim order dated 15/10/2025 and decided to issue show cause notice under section 142 of the Electricity Act, 2003 to all concerned. Further, the request of SE/OP dated 03/12/2025 regarding exemption from personal appearance was not granted as the commission observes that the directions are not complied with.
2. To the query of the Commission, the Concerned XEN and SDO submitted that the Compliance of the CGRF has been made, the counsel for the petitioner refuted the same, the order of the CGRF dated 23/04/2025 has not been complied with in 21 days and even till date.
3. The Commission observes that the officers are not serious for implementation of the CGRF / Commission's orders and directs respondents to file the detailed report of such cases where compliance has been made or still pending from 01/01/2025 to 30/11/2025 with date wise details of communications with different offices.
4. Further, the Director (Operations), Director (Finance), SE/CBO and concerned SE/OP along with XEN and SDO are directed to appear in person. The respondents are directed to submit the compliance report of CGRF order dated 23/04/2025 before next date of hearing, with advance copy to petitioner.
5. The matter to come up next on 10/12/2025.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 04/12/2025.

Date: 04/12/2025	Sd/-	Sd/-	Sd/-
Place: Panchkula	(Shiv Kumar)	(Mukesh Garg)	(Nand Lal Sharma)
	Member	Member	Chairman