

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

Case No. HERC/Petition No. 04 of 2024

Date of Hearing : 20.03.2024

Date of Order : 21.03.2024

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 Dated 22.11.2023 by the Respondent(S) and for Direction(s) to ensure strict compliance of the Direction issued by the Corporate CGRF DHBVN Gurgaon Vide Order No-4577 dated 22.11.2023.

Petitioner:

Krishna Devi (Prop) M/s Krishna Industries, Bhiwani

versus

Respondents:

1. Dakshin Haryana Bijli Vitran Nigam Limited through its Managing Director, Vidyut Nagar, Vidyut Sadan, Hisar-125005, Haryana
2. SDO OP Sub Division Sub Urban No-2, Bhiwani

Present:

On behalf of the Petitioner:

Sh. Akshay Gupta, Advocate

On behalf of the Respondents:

Sh. Raheel Kohli, Advocate for DHBVN

Sh. Rajnish Kr. Tiwari, SDO/SU-2, Bhiwani.

QUORUM

Shri Nand Lal Sharma, Chairman

Shri Naresh Sardana, Member

Shri Mukesh Garg, Member

INTERIM ORDER

1. The case was heard on 20/03/2024, as scheduled, in the court room of the Commission.
2. At the outset, Sh. Raheel Kohli counsel for the respondent submitted that he has been engaged recently and requested for one week's time to file the reply.
3. Sh. Akshay Gupta, counsel for the petitioner submitted that the CGRF order dated 22/11/2023 has not been implemented till date. DHBVN is not serious in implementing various orders of the CGRF and EO.
4. The Commission noted with concern that the cases of the non-compliance of the CGRF and EO orders with respect to DHBVN is rising. The consumers are running pillar to post for justice but DHBVN officers are sleeping on these cases leaving the consumers in lurch.
5. The respondent SDO intimated that the cases are getting delayed due to process involved in processing of refund and issues in the office of the CBO. The counsel for the respondent-DHBVN again requested for short adjournment and assured to make endeavour for compliance by next date.
6. Acceding to request of the respondent-DHBVN, the Commission adjourns the matter and directs SE/CBO and the respondent SDO to appear in person to explain the reasons for delay in implementation of CGRF's orders on the next date of hearing.
7. The matter to come up again on 27/03/2024.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 21/03/2024.

Date: 21/03/2024
Place: Panchkula

(Mukesh Garg)
Member

(Naresh Sardana)
Member

(Nand Lal Sharma)
Chairman