

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

**Case No. HERC/P. No. 54 of 2025**

**Date of Hearing : 04/09/2025**

**Date of Order : 08/09/2025**

**IN THE MATTER OF:**

**Complaint under Section 142, read with Section 146 & Section 149 of the Electricity Act, 2003 & Regulation 2.32 of HERC (Corporate CGRF DBHVN & 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 CGRF DHBVN for redressal of consumer grievances (CGRF) DHBVN Gurgaon as well as continuing failure to comply with the direction(s) of order number 4854/2025 dated 30.04.2025 by respondent(s) and for direction(s) to ensure strict compliance of the direction issued by the Corporate CGRF DHBVN Gurgaon memo number 346/ CGRF /GGN dated 01.05.2025 to impose the penalty as per HERC (Standard of Performance of Distribution Licensee and Determination of Compensation) Regulation 2020 Schedule – ii Sub Clause 2 for non-compliance of the order within stipulated time frame of 21 days.**

**Petitioner**

Heritage Max Condominium Association Through its President Mr. Naval Kishor Rustagi.

VERSUS

**Respondent:**

1. SDO 'OP' Sub Division, Sector 37, DHBVN building Pataudi Road, Sec-10, Gurgaon
2. XEN 'OP' Division City, DHBVN, Near HVPNL Colony, Near Police Line, Gurgaon.

**Present**

**On behalf of the Petitioner**

Sh. Akshay Gupta, Advocate

**On behalf of the Respondent.**

1. Sh. Tarsem Rana, Associate to Advocate
2. Sh. Manish, SDO, DHBVN

**QUORUM**

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

### **INTERIM ORDER**

1. The case was heard on 04/09/2025, as scheduled, in the court room of the Commission.
2. Sh. Tarsem Rana, submitted the reply to the petition and reiterated that the orders of the CGRF have been complied.
3. The Commission acknowledged the reply submitted during the proceedings. Further, it was directed that in future the replies would not be accepted in court, all replies must be submitted through the registry at least three days before the proceedings with advance copies to petitioner, as required in the Conduct of Business Regulations.
4. The respondent SDO informed that the XEN sought an exemption from appearing, citing an order from the District Administration. However, the Commission noted that this order only applied to SEs, and no exemption can be allowed on this plea. The Commission decides to impose penalty of Rs. 25000/- on the respondent XEN for non-appearance in the court.
5. Sh. Akshay Gupta, the petitioner's counsel, submitted that the CGRF order is not implemented. He, further, submitted a calculation sheet in court and to the respondents.
6. The Commission adjourns the matter and directs the petitioner to file its rejoinder by 18/09/2025 with advance copy to the respondent, further the respondent to submit final compliance report by 15/10/2025.
7. The matter to come up next on 06/11/2025.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 08/09/2025.

**Date: 08/09/2025**  
**Place: Panchkula**

**(Shiv Kumar)**  
**Member**

**(Mukesh Garg)**  
**Member**

**(Nand Lal Sharma)**  
**Chairman**