

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

Case No. HERC/P. No. 25 of 2026

Date of Hearing : 20/05/2026

Date of Order : 26/05/2026

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 UHBVN for redressal of consumer grievances (CGRF) UHBVN Panchkula as well as continuing failure to comply with the direction(s) of order number 04/2025 dated 15.05.2025 by respondent(s) and for direction(s) to ensure strict compliance of the direction issued by the Corporate CGRF UHBVN Panchkula memo number ch-29/UH/CGRF/04/2025 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

Aggarwal Fibres P Ltd, Passina Kala Road, Near Vikas Nagar, Beholi, Panipat

VERSUS

Respondent:

UHBVN through its:

1. SDO OP Sub Division Beholi, 132 KV S/Stn GT Road, Samalkha
2. XEN OP Division, Near Jangra Dharamshala Colony, Samalkha

Present

On behalf of the Petitioner

Sh. Akshay Gupta, Advocate

On behalf of the Respondent

1. Sh. Raghujeet Sing Madan, Advocate
2. Ms. Aerika Singh, Advocate
3. Sh. Lovepreet Singh, Advocate
4. Sh. Sukhbir Singh SE/CBO
5. Sh. Pardeep Kumar, XEN
4. Sh. Anil Kumar, SDO, UHBVN

QUORUM

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

INTERIM ORDER

1. The matter was heard on 20/05/2026, as per the schedule, in the Court Room of the Commission.
2. Shri Raghujeeet Singh Madan, counsel for the respondent, submitted that the order of the Consumer Grievance Redressal Forum (CGRF) has been implemented and compliance report placed on record.
3. Shri Akshay Gupta, counsel for the petitioner, controverted the respondent's submission and contended that the CGRF order has not been complied with in its entirety.
4. The Commission enquired of the concerned SDO & SE/CBO, who were present in Court, regarding the cause of delay in compliance.
5. The officers produced a chronology of events and stated that the delay in implementation resulted from procedural bottlenecks and was not attributable to deliberate non-compliance.
6. The SDO stated that he assumed charge of the Sub-Division in October 2025 and that the instant matter came to his notice on 21.04.2026 and that the first sundry adjustment note was prepared by him and forwarded to the CBO on 30.04.2026.
7. The Commission noted with concern on the delayed and partial compliance of the CGRF order and the repeated objections raised by the office of the CBO to the sundry adjustments submitted by the SDO.
8. In order to adjudicate the matter, the Commission directs as follows:
 - a. Current SDO: To file a detailed affidavit setting out, step-by-step, all actions taken from the date he assumed charge in October 2025 to the date of filing, for the purpose of implementing the CGRF order. The affidavit must identify dates, persons consulted, documents prepared and forwarded, and the precise stage at which processing currently stands.
 - b. CBO: To file a detailed affidavit setting out a chronological timeline from the date of the CGRF order to date. The affidavit must specify all

documents received from the SDO, all objections raised by the CBO (with dates and grounds), the time taken to process each document, and reasons for any delays.

- c. Preceding SDO: To file a detailed affidavit specifying steps taken during his tenure to implement the CGRF order and to remain present in Court on the next date of hearing.
 - d. Petitioner: To file a rejoinder containing a clear tabular statement showing amount admissible, amount refunded, difference/shortfall (if any), applicable Regulation / Sales Circular (with reference), Remarks (including objections, disputed items and supporting document references, for each component of the claim.
- 8 All affidavits and the rejoinder must be filed and placed on record before the next date of hearing
- 9 The matter is adjourned and listed for the next hearing on 22/07/2026.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 26/05/2026.

Date: 26/05/2026	-Sd/- (Shiv Kumar)	-Sd/- (Mukesh Garg)	-Sd/- (Nand Lal Sharma)
Place: Panchkula	Member	Member	Chairman