



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA
Haryana Electricity Regulatory Commission
Bays No. 33 - 36, Sector - 4, Panchkula-134109
Telephone No. 0172-2572299; Website: - herc.nic.in
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(Regd. Post)

Appeal No. : 38/2024
Registered on : 18.11.2024
Date of Order : 03.12.2024

In the matter of:

Appeal against the order dated 30.10.2024 passed by CGRF DHBVN Gurugram in complaint no. 4766/2024.

Smt. Aruna Tageja, W/o Shri Narender Kumar, House No. 1433, GF, **Appellant**
Sector 46, Gurugram

Versus

1. The Executive Engineer Operation, DHBVN, S/U Division, Gurugram
2. The SDO Operation, DHBVN, S/Division South City, Gurugram **Respondent**

Before:

Shri Virendra Singh, Electricity Ombudsman

Present on behalf of Appellant:

Shri Narender Kumar husband of the appellant

Present on behalf of Respondents:

Shri Omender Bhardwaj, SDO 'Op.', DHBVN, S/Divin. South City, Gurugram

ORDER

- A.** The matter was heard today as scheduled. Both the parties attended the hearing through video conferencing. At the outset the appellant submitted that the case was filed in Circle Forum and the Circle Forum passed order dated 27.06.2024 and forwarded to the complainant on 23.07.2024. As she was not satisfied with order passed by the circle Forum, the appeal was filed before Corporate Forum DHBVN Gurugram but the same was rejected with the plea that the order was passed by the Circle Forum on 27.06.2024 mentioning that she may file an appeal before Corporate CGRF Gurugram with in two months of receipt of the order and complainant said that she had received the order on dated 23.07.2024 and requested the Forum to accept the case on 10.10.2024. The Forum did not accept the request of the complainant as two months' time has-been lapsed on 23.09.2024 for filing the appeal before the Forum. He further submitted that his mother was seriously ill and he had also admitted in ICU of Medanta Hospital for some times. He also annexed a bill in support of his averment. Therefore, she could not file appeal in the prescribed time and requested that delay may be condoned and Corporate Forum be directed to hear the matter.

The respondent SDO submitted that the appeal was rejected by the Corporate Forum being filed after lapse of two months' time in which appeal was to be filed before Corporate Forum as per Regulations. However, he has no objection in case the appeal is remanded back to the Corporate Forum.

B. Keeping in view of the above explanation given by the appellant and in the interest of justice, the delay is condoned and the case is remanded back to Corporate Forum, DHBVN, Gurugram to decide the case on merit.

The instant appeal is disposed of accordingly.

Both the parties to bear their own costs. File may be consigned to record.

Given under my hand on 3rd December, 2024.

Sd/-

(Virendra Singh)

Electricity Ombudsman, Haryana

Dated: 03.12.2024

CC-

Memo. No. 4175-81/HERC/EO/Appeal No. 38/2024 **Dated: 04.12.2024**

1. Smt. Aruna Tajeja W/o Narender Kumar, # 1433, GF, Sector 46, Gurugram
2. The Managing Director, DHBVN, Vidyut Sadan, Vidyut Nagar, Hisar
3. Legal Remembrancer, Haryana Power Utilities, Sec- 6, Panchkula
4. The Chief Engineer Operation, DHBVN, Delhi Zone
5. The SE Operation, DHBVN, Gurugram-II HVPNL Complex, Near Police Line, Mehrauli Road, Gurugram
6. The Executive Engineer Operation, DHBVN, Sub Urban Division, Gurugram
7. The SDO Operation, DHBVN, DHBVN, S/Division South City, Gurugram