



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA
Bays No. 33-36, Ground Floor, Sector-4, Panchkula-134109
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Website: <https://herc.gov.in/Ombudsman/Ombudsman.aspx#>
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(Regd. Post)

Appeal No. : 12 of 2025
Registered on : 31.03.2025
Date of Order : 12.06.2025

In the matter of:

Appeal against the order dated 10.03.2025 passed by CGRF UHBVN Panchkula in complaint no UH CGRF 36 of 2025 –Sh. Randhir Singh

Sh. Randhir Singh

Appellant

Versus

1. The Executive Engineer (Operation), UHBVN, Gulha
2. The SDO (Operation), Sub Division, UHBVN, Cheeka

Respondent

Before:

Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:

Shri Jagdeep Singh representative of consumer
Shri Randhir Singh

Present on behalf of Respondents:

Shri Deepak Sharma, SDO Cheeka

ORDER

- A.** Shri Jagdeep Singh representative of Shri Randhir Singh has filed an appeal against the order dated 10.03.2025 passed by CGRF, UHBVN, Panchkula in case No. 36 of 2025. The appellant has submitted as under:

It is respectfully submitted that a complaint was filed in CGRF on 27.02.2025 against inflated bill sent by SDO, UHBVN, Cheeka on 15.01.2025 containing sundry charges of Rs. which by decided by hon'ble forum on dated 10.03.2025. We want to file an appeal against the above said order on the following grounds:

1. No opportunity of hearing was provided to us.
2. No relevant rules/ regulations were provided to us on the basis of which the above impugned order was passed
3. The forum has re-written the version of SDO, Cheeka without explaining the logic behind charging such a huge amount in the bill.

PRAYER

You are requested to quash the order passed by forum on dated 10.03.2025 and also quash the sundry charges of Rs. 180272 charged to me in bill dated 15.01.2025.

B. The appeal was registered on 31.03.2025 as an appeal No. 12 of 2025 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 22.04.2025.

C. The respondent SDO vide email dated 21.04.2025 has submitted reply, which is reproduced as under:

“It is hereby intimated that Mr. Randhir Singh, holding domestic electricity account number 0085752000 in Sub Division Office, Cheeka, had a faulty electricity meter from April 2022 which was subsequently replaced with a new meter in October 2022. During this period, billing was done on an average basis.

Due to change in the billing system from HARTRON to RAPDRP between April 2022 to October 2022 in the Sub Division Office, the average billing could not be rectified till the functioning of new RAPDRP system.

The discrepancy was later rectified in November 2024 through BR-4, and the average billing was corrected accordingly in which 22886 kwh units was charged as this Consumer having high consumptions of above units which was recorded on BMA tool on actual basis by the meter reader from Oct 2022 to Dec 2024. Further the average billing from April 2022 to Oct 2022 was over hauled as per previous year same month consumption basis. The detail of above adjustment correction is attached here with

Following the correction, a complaint was raised by the consumer. Upon review, an additional adjustment of Rs. 7,299 was found. Accordingly, adjustment case was sent to Commercial Back Office, where it was audited and case was approved. The adjustment was made on 27.01.2025.”

D. Hearing was held on 22.04.2025, as scheduled. Both the parties were present. During the hearing, the representative of the appellant has submitted his comments on the reply submitted by respondent SDO, the copy of the same has been provided to respondent SDO for providing his point wise reply on the additional submission submitted by representative of appellant within a week.

Now, the matter to come up on 21.05.2025 at 12:00 P.M.

E. During hearing on 22.04.2025, the representative of the appellant has submitted his comments on the reply submitted by respondent SDO, which is reproduced as under:-

“with reference to above cited subject, I have received a copy of reply submitted by Xen Operation, UHBVN, Guhla. Although he has failed to submit all relevant documents and copy of relevant regulations/rules followed for sending me huge

amount bill. On the basis of available data, I want to add (following points to my applications submitted earlier: -

- 1) Kindly direct respondent office to provide copy of regulations on which they have relied for sending me the consumer such inflated bill.
- 2) The details of bills paid by consumer which have been adjusted from sundry charged to consumer.
- 3) The copy of tariff rates used for preparing sundry.
- 4) The report of actual reading data taken through BMA tool.
- 5) The consumption data of the consumer for last 3 years.
- 6) The initial reading of the meter installed in the premises of consumer in October 2022.
- 7) The report of accuracy of the meter installed.

PRAYER: Respectfully requested: -

- 1) The quash the order passed by Hon'ble CGRF on date 10.03.2025.
- 2) To treat this application as interim application.
- 3) To nullify the inflated bill sent in January, 2025.

F. Hearing was held on 21.05.2025, as scheduled. The Respondent SDO attended the physical hearing. An email dated 21.05.2025 from Sh. Jagdeep Singh, Representative of complainant was received for requesting some more time to analyze and respond to reply submitted by Respondent SDO as he received SDO reply on 20.05.2025 at 4:46 PM. Accordingly, Appellant representative is directed to respond on the reply submitted by SDO Cheeka within 4 days with a copy to Respondent SDO. Further, Respondent SDO was directed to get the accuracy of the meter checked within one week from M & P Lab, Kaithal.

Accordingly, the matter is adjourned and will now be heard on 10.06.2025.

G. Hearing was held on 10.06.2025, as scheduled. Both the parties were present. During the hearing, SDO operation submitted checking report of the meter at M&T lab Kaithal as per the direction given in the last interim order dated 21.05.2025. The working of the meter was found within permissible limit. Appellant representative submitted compendium of UHBVN section 16 billing payment and overhauling procedure in RAPDRP and non RAPDRP. Appellant representative stressed that total principal amounting to Rs. 179024/- should be waived as appellant is not able to pay the bill due to medical issue and consumer has deposited all the bills issued to him time to time. SDO respondent replied to the additional submission submitted by Sh. Jagdeep Singh representative of appellant dated 03.06.2025.

Decision

After hearing both the parties and going through the record made available on file, it is observed that due to change in the billing system from HARTRON to RAPDRP, consumer was billed on average basis from April 2022 to December 2024. From April 2022 to October 2024 appellant was billed on average basis and his account has been overhauled as per previous year same months consumption basis. After migration from HARTRON to RAPDRP system consumer bill was rectified in November 2024 with correct reading 22866 units and the same were charged after deducting the amount already paid by the consumer. Consumption of above units was recorded on BMA tool on actual basis from October 2022 to December 2024. Contentions of appellant for waiving of all principal amount cannot be considered as this bill is of electricity consumed by appellant from April 2022 to December 2024. Compendium of UHBVN section 16 billing is action plan to reduce billing cases and cannot be considered in this case. Here consumer was billed on average basis and finally bill of actual reading was raised on 09.12.2024 amounting to Rs. 179,024/-. Hence, appellant is liable to pay this bill alongwith future energy bills and decision of the CGRF dated 10.03.2025 is upheld and appeal is disposed of accordingly.

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 12th June, 2025.

Sd/-

(Rakesh Kumar Khanna)
Electricity Ombudsman, Haryana

Dated:12.06.2025

CC-

Memo. No. 616-22/HERC/EO/Appeal No. 12/2025 Dated: 13.06.2025

To

1. Sh. Randhir Singh, Village-Bhagal, Teh. Guhla, Cheeka (Email jagdeep2221@gmail.com)
2. The Managing Director, Uttar Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula (Email md@uhbvn.org.in).
3. Legal Remembrancer, Haryana Power Utilities, Shakti Bhawan, Sector- 6, Panchkula (Email lr@hvpn.org.in).
4. The Chief Engineer (Operation), Uttar Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula (Email ceoppanchkula@uhbvn.org.in).
5. The Superintending Engineer (Operations), Circle, UHBVN, Kaithal (Email seopkaithal@uhbvn.org.in)
6. The Executive Engineer (Operations) UHBVN, Gulha (Email xenopgulha@uhbvn.org.in)
7. The SDO (Operations), Sub Division, UHBVN, Cheeka (Email sdooopcheeka@uhbvn.org.in)