



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA

Bays No. 33-36, Ground Floor, Sector-4, Panchkula-134109

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(Regd. Post)

Appeal No. : 15 of 2025
Registered on : 04.04.2025
Date of Order : 20.06.2025

In the matter of:

Appeal against the order dated 20.03.2025 passed by CGRF UHBVN Panchkula in case no. UHBVNL/CGRF 307 of 2024 – M/s Vedaang Proteins Pvt. Ltd.

M/s Vedaang Proteins Pvt. Ltd., Village dhandardu, tehsil barwala, Panchkula **Appellant**

Versus

1. The XEN/OP Division, UHBVN, Pinjore
2. The SDO (Operation), Sub Division, UHBVN, Barwala **Respondent**

Before:

Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:

Shri Ashish, Manager

Present on behalf of Respondents:

Shri Jitender Kumar, SDO

ORDER

A. M/s Vedaang Proteins Pvt. Ltd., Village dhandardu, tehsil barwala, Panchkula has filed an appeal against the order dated 20.03.2025 passed by CGRF, UHBVNL, Panchkula in case No. 307 of 2024. The appellant has submitted as under:

"I am writing to formally file an appeal regarding incorrect electricity bill issued to us (Vedaang proteins Pvt ltd, village Dhandardu, tehsil Barwala, Panchkula) by UHBVN. We had previously raised a complaint with the CGRF regarding this matter on 05.11.2024 complaint no.- 307/2024, but their decision (memo no. Ch-37/UH/CGRF-307/2024, Dated-20.03.2025 enclosed with letter) was not satisfactory, which make outstanding amount of Rs. 226591/- which is totally incorrect and did not resolve the issue. We strongly believe that the billing error still persists and need immediate correction.

Our main issue is that our factory premises was closed in July 2023 and at that time our load was 333kw due to which we are getting high amount of bill and after that we appealed to SDO Barwala about this issue, to which he suggested to reduce the load so that we get fair bills. But after 51kw of load in January 2024 we are getting average of 50000 of bill despite the fact that electricity usage at our premises has been minimal or nonexistent.

We kindly request your intervention in this matter and a fair resolution in accordance with consumer rights. We look forward to your prompt response and a fair resolution to our grievance. Please let us know if any other information or document is required."

B. The appeal was registered on 04.04.2025 as an appeal No. 15 of 2025 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 13.05.2025.

C. Hearing was held on 13.05.2025, as scheduled. Both the parties were present. During the hearing, the Respondent SDO, appeared without submitting a reply to the appeal, which has been viewed very seriously by the undersigned. Accordingly, the Respondent SDO is directed to submit point-wise reply to the appeal filed by the Appellant within two days with a copy to the appellant. Further, appellant is also directed to file rejoinder against the reply filed by the respondent SDO before the next date of hearing, if any.

The matter is therefore adjourned and will now be heard on 13.06.2025.

D. The respondent SDO vide email dated 05.06.2025 has submitted reply, which is reproduced as under:-

Reply on behalf of UHBVN against the appeal No.15/2025, registered on 04.04.2025 before this Hon'ble Ombudsman.

The following actual facts of the case is hereby described for the kind consideration of this Ombudsman: -

That the appellant was the consumer of UHBVN with having a/c No.1767435100, Load 51 KW which was permanently disconnected due to defaulting amount vide PDCO No.84/267 dated 13.09.2024. The final meter reading noted out as KWH-606002 & KVAH-612138 and final bill genuinely generated of Rs.10, 23, 983/- (annuxer-1).

It is submitted that during the month of 01/2024, the consumer has reduced his load from 333 KW to 51 KW. it is wrong that the consumer has closed the factory in the month of July 2023, the detail consumption in visible and actual consumption & MDI data for month of July 2023 to December 2023 are as under: -

Month	Consumed unit in KWH reading	Consumed units in KVAH reading	MDI	Remarks
March 2023	127953	128900	301.90	
April 2023	106443	106972	292.80	
May 2023	71960	72293	314	
Jun-2023	37090	37443	250.70	
July 2023	9618	9815	172.90	
August 2023	3905	4100	24.90	
September 2023	9823	9945	66.20	
October 2023	4380	4558	36.80	
November 2023	3123	3318	16.60	
December 2023	4053	4215	22.20	
January 2024	3668	3910	55.60	Load reduced from 333 KW to 51 KW
February 2024	4385	4870	24	
March 2024	2930	5610	13.30	
May 2024	2188	5605	31.70	

The complete calculation sheet from October 2023 to November 2024 is attached herewith which shows that electricity units has been used by the consumer even after closing of factory as stated by consumer. The meter has also got checked by the M&P team on dated 13.06.2024 and prepared report in which they clearly stated observations "Visited the site as per the message of SDO Op to check the accuracy of the meter before PDCO accuracy of the meter check & found working with In permissible limits, MCB handed over to SDO Op for PDCO".

The meter was physically removed on dated 15.09.2024 (copy attached annexure-). In view of above, it is submitted that the final bill raised by this office for Rs.10,23,983/- is correct, however Advanced consumption charges i.e. Rs. 797392/- is adjustable and Rs.226591/-is required to deposit.

It is worth mentioned here that Nigam has Introduced surcharge walver scheme-2025, If the consumer opts for payments in one go, then his 50% surcharge can be waived off. If the complaint withdraw his litigation and apply for this scheme, then payable amount is one go is Rs.186040/- and Rs.40551/-Will be waived off.

This is for the information and further necessary action please.

- E.** Hearing was held on 13.06.2025, as scheduled. None was present on the behalf of appellant, however, his request has been received through email dated 13.06.2025 for adjournment. SDO respondent has submitted his reply to the appeal with a copy to the appellant. Respondent SDO was also present during hearing. Appellant was directed to file the rejoinder to the reply dated 05.06.2025 submitted by the SDO respondent.

Accordingly, the matter to come up for hearing on 18.06.2025.

- F.** Hearing was held on 18.06.2025 as scheduled. Both the parties were present during hearing. Appellant and respondent submitted as under:-

Appellant submission:-

1. As UHBVN said, that the factory was not closed in the month of July 2023 by the help of consumed unit table, but from our vision it is very clear in the table that the MDI till July 2023 is above or close to 300 but after July 2023 it was reduced to 20-30 which means that the factory was closed. And for surety of Ombudsman we attached the bank notice also in which you can see this.
2. The main issue next is that when MDI reduced to 20-30 after July 2023 the bill was come above 50000, it is because of our 333kw load, which was reduced in Jan 2024 after the suggestion of SDO. But when the load was reduced to 51kw the bill again came with the same average of 50000 which was totally wrong as we did not operate any machine and in any case, we run the factory the bill have been much higher than this as we get monthly bill of 10,00000(ten lakhs) before all this when factory was in running condition.

SDO respondent submission :-

“It is intimated that the consumer has reduced the load of his firm from 333 KVA to 51 KVA but the consumer, did not changed his transformer of 750kVA and a motor of 20HP was running on regular basis. So, these units are generated by the consumption in the firm of applicant. So, these bills raised are correct and payable by consumer.

Decision

After hearing both the parties and going through the record made available on file, it has been observed that complaint of fast running of meter of appellant was got checked by SDO respondent from the M&P wing on 13.06.2024 and accuracy of meter was found working within permissible limit. It was also clarified by respondent SDO that consumer got reduced load from 330 KVA to 51 KVA but capacity of existing transformer of 750 KVA was not got reduced by the appellant. Further, SDO respondent also offered appellant to opt for surcharge waiver scheme of the department in vogue for which the consumer did not give his option. Hence, it is decided that appellant has been billed as per the reading and adjustment of ACD charges has already been made his bill. Appellant is liable to pay Rs. 226591/- as per bill raised by respondent SDO. However, at the later stage if consumer wants to opt for surcharge waiver scheme, he may be allowed to do so. The decision of CGRF order dated 20.03.2025 is upheld.

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 20th June, 2025.

Sd/-

(Rakesh Kumar Khanna)

Electricity Ombudsman, Haryana

Dated:20.06.2025

CC-

Memo. No.675-81/HERC/EO/Appeal No. 15/2025

Dated:20.06.2025

To

1. M/s Vedaang Proteins Pvt. Ltd., Village dhandardu, tehsil barwala, Panchkula (Email vedaangproteins@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), UHBVN, Panchkula, SCO 96(1st Floor), Sector-5, Panchkula-134119 (Email seoppanchkula@uhbvn.org.in)
6. The XEN (Operations), UHBVN, Pinjore, Flat No. B-65 to B-68, Block-B, Near HMT Hospital, HMT Complex, Pinjore-134101 (Email xenoppinjore@uhbvn.org.in)
7. The SDO (Operations), Sub-Division, UHBVN, Barwala, Near Village Bataur Bus Stop, near Govt. Hospital, Panchkula (Email sdoopbarwala@uhbvn.org.in)