



## BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA

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(Regd. Post)

**Appeal No.** : 21 of 2025  
**Registered on** : 13.05.2025  
**Date of Order** : 14.08.2025

**In the matter of: -**

**Appeal against the order dated 09.04.2025 passed by CGRF DHBVNL, Gurugram in case No 4847/2025 – Smt. Santosh Kumari**

Smt. Santosh Kumari widow of Karamveer Singh, resident of village Dhola Tehsil Alewa District Jind, presently residing at House No.67, Shaheed Bhagat Singh Colony, Kaithal, District Kaithal (Haryana) **Appellant**

Versus

1.XEN/OP Divn. Jind, DHBVN, Jind

2.SDO/OP S/Divn, DHBVN, Naguran **Respondent**

**Before:**

Shri Rakesh Kumar Khanna, Electricity Ombudsman

**Present on behalf of Appellant:**

Shri Sushil Sheoran

**Present on behalf of Respondents:**

Shri Anand Kumar, SDO

Shri Sanjay Bansal, Advocate

### ORDER

- A.** Smt. Santosh Kumari widow of Karamveer Singh, resident of village Dhola Tehsil Alewa District Jind presently residing at House No.67, Shaheed Bhagat Singh Colony, Kaithal, District Kaithal (Haryana) has filed an appeal against the order dated 09.04.2025 passed by CGRF, DHBVNL, Gurugram in case No. 4847 of 2025. The appellant has submitted as under:

**Give Brief Description of Complaint (Details may be annexed separately);**

**Attach copy of complaint sent to Forum:-**

- Release Tube-well Connection.
- Departmental proceedings against erring officials who had illegally cancelled the application of complainant.
- Grant appropriate damages to the complainant being widow lady who has been harassed since beginning which is admitted by the Hon'ble Circle Forum in order dated 11.12.2024.

**Relief sought from Ombudsman (Details may be annexed separately):-**

- To release the tube-well connection:- When the order dated 11.12.2024 passed by Hon'ble Circle Forum was not complied, then the complainant approached Hon'ble Corporate Forum. The SDO assured Hon'ble Corporate Forum that the connection will be released after harvesting and the Hon'ble Circle Forum passed the order dated 9.4.2025 on said assurance. The crop was fully harvested in village Dhola District Jind on 23.4.2025 and this fact can be verified from respectable of villagers. Despite telling this fact to SDO

Naguran District Jind, the tube-well connection was not released and on 11.5.2025 when the last date of limitation to file present appeal was left, then one pole was installed but meter and connection has not been given till date.

- (b) No compensation was given to the applicant despite the findings recorded by Hon'ble Circle Forum that the applicant was harassed by SDO/OP, S/Divn DHBVN Naguran staff and SDO. The applicant is a widow lady harassed since last 5 years.
- (c) To take action against present SDO Naguran who had intentionally deliberately misguided the applicant consumer. This fact is proved by the reply given by him to the Legal notice dated 25.7.2024 (Annexure A-9 attached with complaint) in which he had given the wrong facts that the hard copy given by the applicant consumer to the SDO office was having only two documents i.e. Jamabandi and Aadhaar Card whereas during the hearing before Hon'ble Circle Forum, the original file was summoned which was lying in the office of SE (IT) Hisar and found that file was complete in all respect.
- (d) The disciplinary action against the then SDO is liable to be modified and to issue the direction to take action by competent authority in time bound manner because the then SDO himself was promoted as XEN. Till date no departmental action has been initiated against the erring officials despite the direction by Hon'ble Circle Forum vide order dated 11.12.2024.
- (e) That there was no order of cancellation of security of the consumer/petitioner by the competent authority on the file. Despite that to harass the consumer, the present SDO send the file to the higher authority for revival. There was no need to revive the file and the SDO was competent to get the amount and release the connection. Due to his illegal action, the complainant was harassed and she had to file various litigation. Both the authority below not granted any compensation or damages to the complainant despite the admitted fact that the officials had harassed the complainant. All the points were taken but no finding was given by Hon'ble Corporate Forum.
- (f) That till date only one pole has been affixed and no meter, transformer and connection were issued. Even the estimate is also wrong as per circular issued by the department. No detail of estimate was given. The connection is to be released from the joint transformer and whole amount has already been taken by the department from the other consumer.

**B.** The appeal was registered on 13.05.2025 as an appeal No. 21 of 2025 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 12.06.2025.

**C.** Vide email dated 10.06.2025, SDO/Sub Division, DHBVN, Naguran, District Jind has submitted reply which is as under:-

1. That appellant Smt. Santosh Kumari widow of Karamveer Singh, resident of village Dahola Tehsil Alewa District Jind presently residing at House No.67, Shaheed Bhagat Singh colony, Kaithal District Kaithal has filed a complaint before this

Hon'ble Ombusman, and she has mentioned following facts in her complaint, which facts are sub parawise replied as under:-

- a. In reply to sub para (a) of the complaint/ appeal, it is submitted that the respondents have released Tubewell connection to appellant on 14.05.2025 after completing of all formalities required for release of Tubewell connection and also as per rules of Nigam.
- b. In reply to sub para (b) of the complaint/ appeal it is submitted that order dated 11.12.2024 is to be executed by respondent no.1 against the then S.D.O. and CC. In view of the fact that the work order pertaining to the 2020 connection has been issued only at this time (Work Order No. 4 dated 30.04.2025), the claim for compensation does not arise.
- c. In reply to sub para (c) of complaint appeal it is submitted that answering respondent never caused any harassment to the appellant rather the answering respondent issued agriculture power connection of the appellant as per Nigam rules. However, it is submitted that the appellant moved an application on 06.07.2023 in which she clearly admitted that due to the defaulting amount, her application was cancelled and she further admitted to get restored her application and she undertook to abide by all terms and conditions to revive her application.
- d. In reply to sub para (d) of the complaint/ appeal it is submitted that after 11.12.2024, the answering respondent complied with the above said orders and by maintaining seniority of the complainant for issuance of electricity A.P. connection, completed all the required formalities and thereafter released the Agriculture power connection.

#### **REPLY ON MERITS**

- (a) Sub para (a) of complaint is replied that the answering respondent after completing all necessary formalities for release of connection, inspected the site and directed the concerned Contractor to install poles and also to erect electricity line and on the instructions of answering respondent, on 28.04.2025, the contractor along with material visited the spot to complete the installation of poles and erection of electricity line but crop was not fully harvested from which transformer the connection was to be provided. The field in which transformer was installed was again visited by contractor on 07.05.2025 but field was wet and after assessing situation pole and line was installed but due to wet field Transformer was not installed as Tractor was sinking down (photo attached) then labour again visited the site on 12.05.2025 and 63 KVA Transformer was installed as per Instructions of answering respondent, electricity Agriculture Power connection was provided to the appellant at site.
- (b) Sub para (b) of the complaint/ appeal is replied that the appellant herself admitted in her application dated 06.07.2023 that due to defaulting amount her application was cancelled and as per Nigam rules the answering respondent has completed required formalities and released the electricity



connection and thus there is no fault on the part of answering defendant. As such also there is no reason to cause any loss to the appellant by the answering defendant.

- (c) Sub para (c) of the complaint/ appeal is replied when the answering respondent perused the online file then he found only two documents in that file and thereafter the answering respondent asked the appellant to submit other requisite document required for releasing the Agriculture power connection and then the appellant submitted the required documents and after then by completing necessary formalities as stated above, the answering respondent has released the A.P. connection to the tubewell of the appellant.
- (d) The contents of this para (d) of the complaint/ appeal is matter of record.
- (e) Sub para (e) of the complaint/ appeal it is correct to the extent that no order for cancellation of security was passed because the appellant herself moved an application to revive her connection on the same security and seniority as such considering the application of appellant, the answering respondent has completed necessary formalities and released the Agriculture power connection to the appellant. As the appellant herself moved an application for revival of her connection and thus her file was sent to higher authority for approval but it is incorrect that there was no need to revive the file, as without approval from higher authority, the answering respondent can not release the tubewell connection in such cases. The answering respondent has not done any illegality rather the answering respondent has fully complied with Nigam rules in the matter. No harassment as alleged by appellant, has been caused by answering respondent to her.
- (f) Sub para (f) of the complaint appeal is replied that the answering respondent after completing necessary formalities. Previously 25 KVA transformer was installed and for releasing the connection to appellant 63 KVA Transformer was required at site and thus the answering respondent prepared estimate and installed 63 KVA Transformer at site for releasing Electricity Tubewell connection to the appellant. Estimate is well in accordance with Nigam Rules and, The LT connection Estimate was prepared on Request of Consumer (now complainant) only and connection is released from Joint Transformer only. However detailed facts have already been given by answering respondent in foregoing paras of the reply and same be read as part of reply of this para also to avoid repetition for the sake of brevity.

It is therefore, prayed that the complaint /appeal of the appellant may kindly be dismissed and if this Authority deems fit then opportunity of personal hearing be given to the answering respondent.

- D.** Hearing was held on 12.06.2025, as scheduled. None was present on the behalf of appellant, however, his request has been received through email dated 12.06.2025 for adjournment. SDO respondent has submitted his reply to the appeal with a copy to the appellant. Respondent counsel was also present during hearing. Accordingly, the matter to come up for hearing on 21.07.2025.

- E.** Vide email dated 14.07.2025, Sh. Sanjay Bansal, counsel of respondent has submitted reply which is reproduced as under: -

**PRELIMINARY OBJECTIONS:**

1. That as per the rules of the Nigam, after completing all the necessary formalities for release of connection, the respondent department inspected the site and directed the concerned Contractor to install poles and also to erect electricity line. On 28-04-2025 the contractor visited the spot along with material, to complete the installation of poles and erection of electricity lines. But the crop was not fully harvested for which connection of transformer was to be provided.
2. That on 07-05-2025 the contractor again visited the field in which the transformer was installed, but the field was wet and after assessing the situation, pole and line were installed but due to wet field Transformer was not connected as Tractor was sinking down (Photo is annexed as Annexure R-1).
3. That the labour again visited the site on 12-05-2025 and 63 KVA Transformer was connected as per instructions of respondent department and electricity Agriculture Power connection was provided to the appellant at site.
4. That the respondent department never caused any harassment to the appellant rather the respondent department issued agriculture power connection of the appellant as per Nigam rules. However, it is submitted that the appellant moved an application 06-07-2023 in which the appellant clearly admitted that due to the defaulting amount, her application was cancelled and she further admitted to get restore her application and she undertook to abide by all terms and conditions to revive her application.

It is submitted that after 11-12-2024, the answering respondent complied with the said order and by maintaining seniority of the complainant for issuance of electricity A.P. connection, completed all the required formalities and there after released the agriculture power connection.

In this way, the respondent department has fulfilled their duty as per the instructions of the Nigam and the respondent department never harassed the consumers. So this appeal should be dismissed on this ground only, that the respondent department has provided the AP Connection to the appellant.

**Reply of Brief Description of Complaint:-**

- a) That the contents of sub para (a) is replied that the respondent department has released Tubewell connection to the appellant on 14-05-2025 (copy of connection released is annexed as Annexure R-2), after completing of all formalities required for release of Tubewell connection and also as per rules of Nigam.
- b&c) That the contents of sub paras (b&c) is replied that the order dated 11-12-2024 is to be executed by the respondent No.1 against the then S.D.O. In

view of the fact that the work order pertaining to the 2020 connection has been issued only at this time, the claim for compensation does not arise.

The respondent department never caused any harassment to the appellant rather the respondent department issued agriculture power connection of the appellant as per Nigam rules. However, it is submitted that the appellant moved an application 06-07-2023 in which the appellant clearly admitted that due to the defaulting amount, her application was cancelled and she further admitted to get restored her application and she undertook to abide by all terms and conditions to revive her application.

**On Merits:-**

- (a) That the contents of para (a) is replied that as per the rules of the Nigam, after completing all the necessary formalities for release of connection, the respondent department inspected the site and directed the concerned Contractor to install poles and also to erect electricity line. On 28-04-2025 the contractor visited the spot along with material, to complete the installation of poles and erection of electricity lines. But the crop was not fully harvested there from which transformer the connection was to be provided. On 07-05-2025 the contractor again visited the field in which the transformer was installed, but the field was wet and after assessing the situation, pole and line was installed but due to wet field Transformer was not installed/connected as Tractor was sinking down. The labour again visited the site on 12-05-2025 and 63 KVA Transformer was installed as per instructions of respondent department and electricity Agriculture Power connection was provided to the appellant at site.
- (b) That the contents of para (b) is replied that the appellant herself admitted in her application dated 06-07-2023 that due to defaulting amount her application was cancelled and as per Nigam rules the respondent department has completed required formalities and released the electricity connection and thus there is no fault on the part of the respondent department. As such also there is no reason to cause any loss to the appellant by the respondent department.
- (c) That the contents of para © is replied that when the answering respondent perused the online file then he found only two documents in that file and thereafter the answering respondent asked the appellant to submit other requisite document required for releasing the Agriculture Power Connection and then the appellant submitted the required documents and after then by completing necessary formalities as stated above, the answering respondent has released the A.P. connection to the tubewell of the appellant.
- (d) That the contents of para (d) are matter of record.
- (e) That the contents of para (e) is correct to the extent that no order for cancellation of security was passed because the appellant herself moved an application to revive her connection on the same security and seniority, as such considering the application of appellant, the respondent department



has completed necessary formalities and released the Agriculture Power Connection to the appellant. But the rest of the contents are incorrect that there was no need to revive the file, as without approval from higher authority, the answering respondent can not release the tubewell connection in such case. The answering respondent has not done any illegality rather the respondent department has fully complied with Nigam rules in the matter. No harassment, as alleged by appellant, has been caused by the answering respondent to her.

- (f) That the contents of para (f) is replied that after completing necessary formalities the respondent department previously 25 KVA Transformer was installed but at the time for releasing the connection 63 KVA Transformer was required at site. So the respondent department prepared estimate of 63 KVA Transformer and installed 63 KVA Transformer at site for releasing Electricity Tubewell Connection to the appellant. Copy of Estimate is annexed as Annexure R-3. Estimate is well in accordance with Nigam Rules and the LT connection estimate was prepared on request of the appellant only and connection is released from joint Transformer only. So the contents of para (f) are totally wrong hence it is denied.

So it is, therefore, prayed that keeping in view the above contentions of the respondent department, the present appeal of the appellant may kindly be dismissed. And pass any other order in favour of respondent in the interest of justice.

- F.** Vide email dated 21.07.2025, Sh. Sushil Sheoran Advocate on behalf of the appellant has submitted facts and written submission which is reproduced as under:-

23-12-2020:- The applicant applied for Tube-well connection on 23-12-2020.

6-7-2023: - The applicant visited SDO office many times but no satisfactory reply was given. Ultimately the concerned clerk gave online printout status on 6-7-2023 that applicant file has been cancelled. When the reason was asked, then he told that file has been cancelled due to non-payment of defaulting amount. On the asking of clerk, the applicant submitted application on the same day to revive her file.

13-6-2024: - The SDO office did not take any action on the application of the applicant for about one year. Then on 13-6-2024, the file was sent to higher official i.e. SE Office.

28-6-2024:- The applicant engaged an advocate and served legal notice to SDO Office on 28-6-2024.

25-7-2024:- The SDO gave the reply dated 25-7-2025 that the applicant had only submitted online application form, copy of jamabandi and adhaar card but not submitted No dues certificate, Aksh Shijra and other required

documents. Thus application of the applicant was cancelled due to non-submission of required documents.

14-11-2024:- The applicant filed a complaint before Ld. Circle Forum For Consumer Grievances DHBVN Jind on 14-11-2024.

11-12-2024:- The Ld. Circle Forum called the original file and found that the file of the applicant was complete in all aspects and there is no outstanding amount. The Ld. Circle Forum observed that file of the applicant was cancelled without any order or notice to her. It was directed by Ld. Circle Forum to release the connection of the applicant by maintaining her seniority. It was further directed by Ld. Circle Forum that disciplinary action be taken against erring officials i.e. SDO and concerned clerk.

20-3-2025:- When the order of Ld. Circle Forum was not complied even after 3 months, then the applicant approached to Ld. Corporate Forum and submitted her grievance on 20-3-2025.

9-4-2025:- The Ld. Corporate Forum passed the order to the effect that SDO has given assurance that tube-well connection would be given after harvesting of wheat crop. There was no finding given by Ld. Corporate Forum on other points raised by the applicant.

#### **WRITTEN SUBMISSION**

1. The applicant is a widow lady and the tube-well connection file of the applicant was cancelled without any order or notice to the applicant.
2. The present SDO has mislead the applicant by adopting unfair practice and gave reply to the legal notice served through advocate that the applicant had only submitted online application form, copy of jamabandi and adhaar card but not submitted No dues certificate, Aksh Shijra and other required documents. Thus the file was cancelled. The Ld. Circle Forum called the original file and found that the file was complete in all respect.
3. The applicant gave the revival application on 6-7-2023 on the asking of concerned clerk. The noting dated 13.6.2024 of SDO on the revival application shows that the applicant was informed by the department that the file was canceled due to non-payment of defaulting amount. It is worth mention here that there was no defaulting amount as mentioned in Ld. Circle Forum order.
4. The application for revival was taken on 6-7-2023 and kept in the office till 13- 6-2024 (about one year) and no action was taken by the SDO Office. After regular visits to SDO office by the applicant, the file was sent to higher official i.e. concerned SE for revival. Since there was no order of cancellation, the present SDO could have revive the file of the applicant but forwarded to concerned SE after delay of more than one year.



5. The Ld. Circle Forum found that the applicant was harassed by the department. The Ld. Circle Forum called the original file and found that the file was complete in all respect and there was no outstanding amount. The Circle Forum observed that file of the applicant was cancelled without any notice to her. It was directed by the Circle Forum to release the connection of the applicant by maintaining her seniority. It was further directed by Circle Forum that disciplinary action be taken against erring officials i.e. SDO and concerned CC.
6. The SDO not released the connection despite harvesting of crops of village Dhola, then the applicant approached the present Ld. Electricity Ombudsman on the last date of limitation i.e. 13.5.2025. It is worth mention here that after issuance of notice of motion by the present Ld. Electricity Ombudsman on 13.5.2025, the present SDO released connection on 14.5.2025.
7. The SDO in its reply before present Ld. Electricity Ombudsman submitted that he had completed the file by taking documents from the applicant which is totally false. All the documents are of 2020 and attested in the year 2020. The Ld. Circle Forum called the original file and peruse the same which was complete in all aspects. Thus the present SDO even now has intentionally and deliberately misleading the Ld. Electricity Ombudsman.

**Claim before Ld. Electricity Ombudsman:-**

- a) The applicant is a widow lady and has been harassed by the department. The department has adopted unfair practice towards the applicant. The applicant is entitled for compensation on account of harassment by the department and damages to the crop. The applicant has spent amount in all 4 litigation i.e. Hon'ble High Court, Ld. Circle Forum, Ld. Corporate Forum and present Ld. Electricity Ombudsman. The applicant has paid fees to the advocate.
- b) The department has not taken any disciplinary action against the erring officials till date. It is apparent from the reply of the SDO who says that Xen would tell about the same. The Xen filed reply through advocate and not stated any reply on this point. This all shows that the department is adamant to protect the erring officials despite direction of Ld. Circle Forum.

**G.** Hearing was held on 21.07.2025, as scheduled. Both the parties were physically present. During the hearing, representative of appellant counsel referred appellant request for revival of AP connection file number J14-1220-165 applied on 23.12.2020 and cancelled in September 2021 due to defaulting amount. However, in the CGRF circle, DHBVN, Jind order dated 11.12.2024, it is mentioned that there was no outstanding amount against the consumer and it was directed to maintain

the seniority of the consumer and complete the other formalities regarding release of connection. Further, it was pointed out by representative of appellant counsel at para no. 21 to allow him the compensation at the rate of 40000/- per kila due to wrong cancellation of his application. Respondent counsel present in the hearing requested for one week time for replying appellant counsel contentions as mentioned above. Written submission was given by appellant counsel representative today i.e. 21.07.2025 has been handed over to respondent counsel. Respondent counsel reply received on 14.07.2025 was also handed over to appellant counsel. The case has been adjourned and will come up for hearing on 11.08.2025.

**H.** Vide email dated 07.08.2025, Sh. Sanjay Bansal counsel of respondent has submitted 2<sup>nd</sup> reply which is reproduced as under: -

**1. Issue regarding compensation:-**

That the appellant had applied tube-well electricity connection on DHBVN portal vide application no. J14-1220-165 on 23-12-2020. The said online Tubewell connection application was cancelled on 18-09-2021 on account of non-fulfillment of required formalities and non-submission of required documents within period of online application (hard copies of documents). Even message of cancellation of online application was explored on the portal of DHBVN and thus the appellant had every knowledge of cancellation of her above said online connection application. Once the application is cancelled due to non-submission of hard copies of the required documents, with in period of online application. There was option for the consumer to submit fresh online tubewell connection application on DHBVN portal/or for revival if consent given by applicant.

That the appellant had again given applicant for revival of Tube-well connection. The application of the appellant was forwarded to higher authority for revival. It is pertinent and appropriate to mention here that those applications which were received between the years 2019-2021, the work order no. 4 dated 30-04-2025 was passed for these applications (Annexure R-4). And the respondent department released the connection to the appellant on 14-05-2025 (Annexure R-2).

That it is relevant to mention here that the appellant applied for tubewell connection on 23-12-2020, which was cancelled on 18-09-2021. And appellant made fresh application for revival. The respondent department released the connection to the appellant on 14-05-2025. In this regard it is submitted that the respondent department has released the tubewell connection with in time i.e. on 14-05-2025, as work order was passed on 30-04-2025 and appellant made fresh application for revival. So the connection was released with in time period. So the claim regarding compensation does not arise.

**2. Issue regarding action against erring official:-**

That it is pertinent to mention here that it is incorrect that SDO Naguran had intentionally and deliberately misguided the appellant consumer. As any of the official of the Nigam has nothing personal in the routine official working and matters

of Nigam. This is just an allegation and by allegations nothing can be proved. If any issue regarding disciplinary action against any erring official of the department arises, it comes under the jurisdiction of higher officials of the department. And present respondents of the appeal has no authority or right to take any disciplinary action to the officials of the equivalent rank.

So it is, therefore, prayed that keeping in view the above contentions of the respondent department, the present appeal of the appellant may kindly be dismissed. And pass any other order in favour of respondent in the interest of justice.

- I.** Hearing was held on 11.08.2025, as scheduled. Both the parties were physically present. During the hearing, appellant counsel referred DHBVN circular 17/2023 dated 30.05.2023 in which there was clear cut decision to provide tube well connection applied from 1<sup>st</sup> January 2021 to 31 December 2021 and from the portal of DHBVN it was evident that AP connection released during 2020 and 2021 were 550.

The connection of the appellant was applied on 23.12.2020 and wrongly cancelled in September 2021 as it is evident from para no. 2 of circle CGRF order dated 11.12.2024, also in para no. 3, Xen operation, DHBVN Jind was directed to initiate disciplinary action against SDO and concerned CC of that time for cancellation of AP file without serving any notice on account of incomplete documents/defaulting amount and seniority of the appellant be maintained due to harassment by SDO operation Sub Division, DHBVN Naguran.

Appellant counsel further contended that his connection was cancelled on the false grounds in September 2021. Had his application not been cancelled at that time he would have got connection as per his seniority for which he had to move to different courts for the last four years and requested for compensation for not getting the connection in time. Respondent counsel and SDO produced work order dated 30.04.2025 for release of 8 numbers LT connection applied during 2019-2021 under Operation Circle, DHBVN, Jind and explained that the connection of the appellant was released as per above mentioned work order and there was no intention on the part of the department to harass the appellant. The contentions of the respondent have been explained in the reply submitted today i.e. 11.08.2025. Since the appellant is requesting for payment of compensation, SDO operation is directed to send the seniority list of AP connections applied during 2020-21 of Naguran Sub Division and date of release of AP connection just junior to AP connection of Smt. Santosh Kumari.

Since argument in the main matter have been led by both the parties today. Final decision in the matter will be passed through separate order after receipt of seniority list from respondent SDO.



## Decision

In pursuant to the interim order dated 11.08.2025, the requisite information received from respondent SDO vide email dated 12.08.2025 shows that the appellant Sh. Surender Pal Singh (J14-621-25) applied for electricity connection under AP category for load 18.65 KW with contract demand 0.00 KVA on 05.06.2021. The connection was released on 17.07.2025. Further, SDO respondent also submitted that the AP connection of Sh. Surender Pal Singh was applied after the AP connection of Smt. Santosh Kumari applied on 23.12.2020 vide email dated 14.08.2025. The AP connection of Smt. Santosh Kumari was released on 14.05.2025. Hence, it is clear that the connection of Smt. Santosh Kumari was released before the AP Connection of Sh. Surender Pal Singh. Thus, Nigam released the connection as per the original seniority list as decided by Circle CGRF order dated 11.12.2024 for maintaining the seniority of the consumers.

After hearing both the parties and going through the record made available on file and deliberations made during hearing by both the parties, it is decided that the then SDO operation Naguran and the then CC are responsible for wrong cancellation of the AP connection file of Smt. Santosh Kumari. However, the compensation demanded by appellant counsel in his appeal and during hearing cannot be allowed as the AP connection of Smt. Santosh Kumari was released as per its original seniority list. However, the Then SDO operation, Naguran and the then CC are responsible for wrong cancellation of the AP connection file of Smt. Santosh Kumari and harassing the appellant. Therefore, a penalty of Rs. 10,000/- is imposed on the then SDO Naguran and the then CC in the ratio of 50:50. SE/Operation, Jind is directed to get deposited Rs. 5000/- each from the then SDO Operation, Naguran and the then CC in Nigam Account, thus amount so received be paid to the appellant.

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 14<sup>th</sup> August 2025.

Sd/-

**(Rakesh Kumar Khanna)**

**Electricity Ombudsman, Haryana**

**Dated:14.08.2025**

**CC-**

**Memo. No.1167-1173/HERC/EO/Appeal No. 21/2025      Dated: 14.08.2025**

**To**

1. Shri Sushil Sheoran, Advocate of Smt. Santosh Kumari widow of Karamveer Singh, resident of House No.67, Shaheed Bhagat Singh Colony, Kaithal, District Kaithal (Haryana) (Email [sushilsheoran291@gmail.com](mailto:sushilsheoran291@gmail.com))
2. The Managing Director, DHBVN, Hisar (Email [md@dhbvn.org.in](mailto:md@dhbvn.org.in)).
3. Legal Remembrancer, Haryana Power Utilities, Panchkula (Email [lr@hvpn.org.in](mailto:lr@hvpn.org.in)).
4. The Chief Engineer Operation, Vidyut Sadan, Hisar, Haryana, 125005 (Email [ceophisar@dhbvn.org.in](mailto:ceophisar@dhbvn.org.in)).
5. The SE/OP Circle, Part-2 Building, 3rd Floor, Mini Sectt., Gohana Road, Jind, DHBVN (Email [seopjind@dhbvn.org.in](mailto:seopjind@dhbvn.org.in))
6. The Executive Engineer/OP Divn., Near Vita Plant, DHBVN, Jind (Email [xenopjind@dhbvn.org.in](mailto:xenopjind@dhbvn.org.in))
7. SDO/OP, S/Divn, DHBVN, Naguran, Jind (Email [sdoopnaguran@dhbvn.org.in](mailto:sdoopnaguran@dhbvn.org.in))