



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA

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

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(Regd. Post)

Appeal No. : 23 of 2025
Registered on : 30.05.2025
Date of Order : 27.06.2025

In the matter of:

Appeal against the order dated 25.04.2025 passed by CGRF UHBVNL, in complaint no. UH/CGRF- 40/2025.

Sh. Pardeep Kumar, S/o Sh. Ramesh Kumar, R/o Sanjay Colony,
Behind Shiv Mandir, Rohtak.

Appellant

Versus

1. The Executive Engineer Operation City Division, UHBVN, Rohtak.
2. The SDO (Operation) Industrial Area Sub Division, UHBVN, Rohtak.

Respondent

Before:

Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:

Shri Pardeep Kumar

Present on behalf of Respondents:

Shri Shivam, SDO

ORDER

A. Sh. Pardeep Kumar, S/o Sh. Ramesh Kumar, R/o Sanjay Colony, Behind Shiv Mandir, Rohtak has filed an appeal against the order dated 25.04.2025 passed by CGRF, UHBVNL, Panchkula in case No. 40 of 2025. The appellant has requested the following relief: -

“सविनय निवेदन है कि मैं, प्रदीप कुमार (मोबाइल: 7982075291), पुत्र स्व. श्री रमेश कुमार, निवासी संजय कॉलोनी, रोहतक, आपके समक्ष यह अपील प्रस्तुत कर रहा हूँ। मेरे पिता स्व. श्री रमेश कुमार के नाम पर एक बिजली मीटर (खाता संख्या 6368560000) लगा हुआ है।

मुझे दिनांक 07.03.2025 को आपके कार्यालय से पत्र संख्या 325 प्राप्त हुआ, जिसके माध्यम से सूचित किया गया कि खाता संख्या 7000950000 (श्रीमती रेखा देवी) एवं 6368560000 के विद्युत कनेक्शन को जोड़ कर गलत तरीके से यह राशि ₹33,852 की राशि मेरे खाते में समायोजित कर दी गई है।

मैं इस निर्णय से पूर्णतः असंतुष्ट हूँ और इसके विरुद्ध यह अपील कर रहा हूँ।

मेरे निवेदन के मुख्य आधार इस प्रकार हैं:

1. मेरी या मेरे परिवार की किसी भी प्रकार की कोई गलती नहीं थी, न ही हमें कोई मीटर बदलने की कोई जानकारी दी गई। यह कार्य बिना हमारी अनुमति या सूचना के किया गया।
2. श्रीमती रेखा देवी और उनके परिवार से हमारा पहले से निजी विवाद चल रहा है। उसी रंजिश के कारण मुझे गलत तरीके से फंसाया जा रहा है। उनके परिवार की महिला की ओर से छेड़छाड़ का झूठा आरोप लगाने पर गवाही देने के लिए भी दबाव है।
3. शिकायतकर्ता द्वारा यह दावा किया गया है कि उनके बिजली बिल ₹10,000 से ₹12,000 प्रतिमाह आने लगे हैं, जो पूरी तरह से गलत है। मेरे पास उनके पुराने बिजली बिलों की रिकॉर्ड्स उपलब्ध हैं, जिसमें यह स्पष्ट है कि उनके किसी भी महीने का बिल ₹5000-₹6000 से अधिक नहीं आया है। यदि विभाग चाहे, तो यह रिकॉर्ड प्रस्तुत किया जा सकता है।
4. इस संबंध में मैंने मुख्यमंत्री शिकायत निवारण प्रणाली (CM Window) में तीन बार शिकायत दर्ज करवाई, जिनकी विवरणी निम्न हैं:

- CMOFF/N/2024/125675 Dated 26.12.2024
- CMOFF/N/2025/002984
- CMOFF/J/2025/019569 Dated 14.05.2025

परंतु अब तक इन शिकायतों पर कोई ठोस कार्रवाई नहीं की गई है।

5. शिकायतकर्ता द्वारा दर्ज शिकायत में मुझे कोई सुनवाई का अवसर नहीं दिया गया। मेरा पक्ष पूरी तरह से अनसुना कर दिया गया।
6. ₹33,852 की राशि उस बिजली की खपत के लिए मुझ पर डाली जा रही है, जिसका उपयोग मैंने नहीं किया। पेशे से मजदूर हूँ और मैं इस राशि को भरने में असमर्थ हूँ, और इसे गलत तरीके से थोपे जाने के कारण मानसिक और आर्थिक कष्ट झेल रहा हूँ।
7. जब तक इस मामले में कोई ठोस कार्रवाई नहीं हो जाती, तब तक बार-बार मेरा बिजली मीटर काटने आ रहे अधिकारियों से मुझे राहत दिलाई जाए।

अतः आपसे निवेदन है कि:

- इस मामले की निष्पक्ष पुनः जांच करवाई जाए।
- मेरा पक्ष सुनकर आदेश को निरस्त किया जाए।
- ₹33,852 की गलत राशि मेरे बिल से हटाई जाए।
- मुझे अनावश्यक मानसिक व आर्थिक उत्पीड़न से राहत दिलाई जाए।
- जब तक कोई कार्रवाई नहीं होती, कृपया मेरे बिजली मीटर को बार-बार काटे जाने की प्रक्रिया को रोका जाए।

आपसे न्याय की अपेक्षा करता हूँ।”

B. The appeal was registered on 30.05.2025 as an appeal No. 23 of 2025 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 20.06.2025.

C. Vide email dated 17.06.2025 respondent SDO has submitted reply, which is reproduced as under:-

“In this connection it is submitted that the site of electricity account number 7000950000 and account number 6368560000 has been checked by area incharge JE vide LLI Number 2/20229 Dated 9.4.2024 and it was reported that the outgoings of 2 connections are interchanged and same has been rectified. Consumer having account number 7000950000 on named of reshma devi file the complaint in CGRF Circle Rohtak and the case has been decided by Circle CGRF Rohtak vide complaint number CGRF /CF-24/2024 Dated 19.11.2024 and it is decided that to overhauled the account number 7000950000 from 15.10.2020 to 17.4.2024 on the basis of consumption pattern recorded after 17.4.2024 as base and also the same amount to be charged to account number 6368560000 on named of Rakesh Kumar. Hence as per compliance order of CGRF account of 7000950000 has been overhauled and amount of Rs. 33852 has been adjusted in consumer account and same amount has been charged to account number 6368560000. Then Sh. Pardeep Kumar filed the complaint in Corporate CGRF Panchkula vide complaint number 40/2025 for the amount charged of Rs. 33852 and Corporate CGRF disposed the case without any cost to either of the parties and the amount is chargeable to account number 6368560000. The copy of order of Circle CGRF Rohtak, order of corporate CGRF Panchkula, LL1, Copy of SCAR and LLI(as above mentioned) are enclosed herewith. Hence in the view of above record the amount is rightly charged to consumer, w.r.t. order of circle CGRF.

Submitted for kind information and further necessary action please.”

D. Hearing was held on 20.06.2025, as scheduled. Both the parties were present. During the hearing, Respondent SDO explained the method of charging the amount in the account of appellant. However, the appellant was not satisfied with the charges levied by respondent SDO. Accordingly, SDO respondent was directed to give comparison sheet of consumption data of both the disputed accounts in the

complaint from 10/2020 to 04/2024 and 04/2024 to 04/2025 in two different tables.

Since the 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 desired data from respondent SDO.

Decision

After hearing both the parties and going through the record made available on file, it is observed that that appellant filed an appeal against CGRF order no. 40/2025 dated 25.04.2025. A careful perusal of the consumption data supplied by SDO operation, Industrial Area Sub Division Rohtak, UHBVN vide memo no. 943 dated 24.06.2025 from 14.10.2020 to 17.02.2024 and 17.04.2024 to 19.02.2025. It is revealed that per day consumption of account no. 6368560000 (Sh. Ramesh Kumar) is 04/24 to 04/25 is 12 units per day and from 10/20 to 02/24 is 1.88 units per day and in account no. 70000950000 (Smt. Reshma Devi) from 04/24 to 04/25 is 2.33 units per day and from 10/20 to 02/24 is 8.7 units per day. This data clearly indicates that after rectification of the outgoing connection in 04/2024 the consumption of account no. 6368560000 in the name of Sh. Ramesh Kumar has increased and a consumption of account no. 70000950000 of Smt. Reshma Devi has decreased. Further, this proves that the less consumption recorded by account no. 6368560000 in the name of Sh. Ramesh Kumar from 10/20 to 04/24 and higher consumption of account no. 70000950000 (Smt. Reshma Devi) from 10/20 to 04/24 was recorded which was due to interchange of outgoing wires of both the connections. Hence, amount of Rs. 33852/- has been rightly charged in account no. 6368560000 (Sh. Ramesh Kumar) and adjusted from account no. 70000950000 (Smt. Reshma Devi). Hence, CGRF order dated 25.04.2025 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 27th June, 2025.

Sd/-

(Rakesh Kumar Khanna)

Electricity Ombudsman, Haryana

Dated:30.06.2025

CC-

Memo. No.784-90/HERC/EO/Appeal No. 23/2025

Dated: 30.06.2025

1. Sh. Pardeep Kumar, S/o Sh. Ramesh Kumar, R/o Sanjay Colony, Behind Shiv Mandir, Rohtak. (Email pardeepsainipardeep83@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 – 134109 (Email lr@hvpn.org.in).
4. The Chief Engineer (Operation), Old Power House Colony, Circular Road, Rohtak (Email ceoprohtak@uhbvn.org.in).
5. The Superintending Engineer (Operation), Rajiv Gandhi Vidyut Bhawan, Delhi Road, Rohtak. (Email seoprohtak@uhbvn.org.in).
6. The Executive Engineer (Operation), UHBVN, 33KV Power House, Model Town, Delhi Road, Rohtak (Email xenopcityrohtak@uhbvn.org.in).
7. The SDO (Operation) Industrial Area Sub Division Palika colony, Near Durgyana Mandir, Rohtak, 124001 (Email sdoopiarohtak@uhbvn.org.in).