



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA
Bays No. 33-36, Ground Floor, Sector-4, Panchkula-134109
Telephone No. 0172-2572299
Website: <https://herc.gov.in/Ombudsman/Ombudsman.aspx#>
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(Regd. Post)

Appeal No : 27 of 2025
Registered on : 10.06.2025
Date of Order : 22.07.2025

In the matter of: -

Appeal against the order dated 15.05.2025 passed by CGRF UHBVNL, Panchkula in case No. 77/2025 - Sh. Vinod Kumar

Sh. Vinod Kumar S/o Vedpal, R/o Village Ugra Kheri, Teh. & Distt. Panipat, Haryana **Appellant**

Versus

1. XEN/OP Division, UHBVN, Samalkha
2. SDO/OP Sub-Division, UHBVN, Chhajpur

Respondent

Before:

Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:

Sh. Vinod Kumar

Present on behalf of Respondents:

Shri Yatender Katara, SDO

ORDER

- A.** Sh. Vinod Kumar S/o Vedpal, R/o Village Ugra Kheri, Teh. & Distt. Panipat, Haryana has filed an appeal against the order dated 15.05.2025 passed by CGRF, UHBVNL, Panchkula in case No. 77 of 2025. The appellant has submitted as under:-

निवेदन है कि विनोद कुमार पुत्र वेदपाल निवासी गाय उग्रा खेडी तहसील व जिला पानीपत का रहने वाला हूँ और मेरे पिता वेदपाल के एक विजली मीटर कनेक्शन 5329982000 मेरे मकान उग्रा खेडी पानीपत में लगा हुआ है। उक्त मीटर दिनांक 28-09-2022 को जगमग योजना के तहत बदला गया था। मेरा पुराना मीटर लोहे का था जिसकी रिडिंग चार फिगरों में थी, और पांचवा फिगर पवाईट (दशमल) का था लेकिन जब मीटर बदला गया तो पुराने मीटर की रीडिंग 5 फिगरों में 21946 लिखी गई। जिस कारण मेरा बिजली बिल 1,50,000/- (एक लाख पचास हजार रुपये) का बन गया था जोकि अब बढ़कर 3,61,369/- (तीन लाख इक्सठ हजार, तीन सौ उन्सठ) हो चुका है। जिसका हर महीने का ब्याज 10,000/- से ज्यादा आता है जबकि मेरे मीटर में इतनी

रीडिंग नहीं निकल सकती, 4 फीगरो के कारण मेरा पुराना मीटर जमा नहीं करवाया गया। मैं कई बार आपके विभाग में आ चुका हूँ और आपने कपूर सिंह (जेई) के पास भेज दिया था। मैं उनके पास गया था, तो उन्होंने भी मेरा कोई हल नहीं किया। मेरा बिजली बिल ज्यों का त्यों गलत बना हुआ है। मैं इतना ज्यादा बिल भरने में असमर्थ हूँ और ना ही मेरे पास इतनी आय का कोई साधन है और मैंने दिनांक 25/03/2025 को भी एक दरखास्त बिजली विभाग सबडिविजन छाजपुर में भी दी, अगली दरखास्त मैंने सीजीआरएफ के खुले दरबार में 15/04/2025 को दी जिसका जवाब 15/05/2025 को आया उसमें भी हमारा कोई हल नहीं हुआ है उस जवाब में छाजपुर सबडिविजन एसडीओ साहब ने 21,946 रीडिंग का एमएमसी का बिल 89,836/-रुपये एडजेस्ट कर लिया जबकि हमारे मीटर में 4 फीगर से ज्यादा की रीडिंग नहीं निकल सकती, तो हम एमएमसी बेस पर बिल क्यों भरेगें हमारा उचित समाधान किया जाये और पहले भी कई बार आपके कार्यालय में इस बात दरखास्त दे चुका हूँ लेकिन ना तो अब तक मेरे मीटर रीडिंग की जांच की गई और ना ही बिजली बिल कम किया गया है। मैं एक विकलांग व्यक्ति हूँ और रोज रोज दफ्तरों के चक्कर काटने से भी असमर्थ हूँ। मैं उक्त बिजली बिल को लेकर मानसिक व शरीरिक रूप से काफी परेशान हो चुका हूँ लेकिन मेरी कहीं पर कोई सुनवाई नहीं की जा रही है।

इसलिए महोदय जी से हाथ जोड़कर प्रार्थना है मेरा पिछला मीटर कनेशन की रीडिंग की जांच करके मेरा बिजली बिल ठीक /कम किया जाये ताकि मुझे बार बिजली विभाग के अधिकारियों/कर्मचारियों के चक्कर ना काटने पड़े अतः जनाब की अति कृपा होगी।

- B.** The appeal was registered on 10.06.2025 as an appeal No. 27 of 2025 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 14.07.2025.
- C.** Hearing was held on 14.07.2025 as scheduled. Appellant attended the hearing in physical mode. Respondent SDO was unable to attend the hearing due to negligence of Harish MR (Meter reader) who did not provide the scheduled hearing details being in-charge of monitoring, which has been viewed very seriously by the undersigned. SE operation, Panipat is directed to call explanation of respondent SDO in this regard. Further, respondent SDO vide email dated 14.07.2025 requested to provide another date in next coming week. Accordingly, respondent SDO is directed to send the reply against the appeal filed by the appellant and ensure to attend the next hearing on 21.07.2025.
- Acceding to the request of respondent, the matter is adjourned and shall now be heard on 21.07.2025.

- D.** The respondent SDO/OP Divin. UHBVN Chhajpur vide email dated 17.07.2025 has submitted reply which is reproduced as under:-

As per order issue by CGRF office vide memo no ch 06/UH/CGRF-77/2025 has ordered the undersigned to take appropriate action against the M/s Hiteshi Enterprises Jagadhari and to remain present on 21.07.2025 on the appeal filed by the appellant. This office of the undersigned has written various letters/reminders to Hitashi Enterprises Jagahadhri Yamunanagar regarding to submit the meter in office store of appellant Vinod Kumar vide memo No.4128 dated 19.06.2025 and 4423 dated 15.07.2025 and same were also forwarded to the M/s Hiteshi Enterprises Jagadhari on their whatsapp number also. However, the company has not deposited the meter of the appellant in the office of the undersigned till date submitted.

This office review the consumer ledger and found in the month of 03/2021 final reading found 21026 KWH and initial reading found 5170 KWH in the month of 01/2021. After that final reading found 21946 KWH in the month of 05/2021 and initial reading found 21026 KWH in the month of 03/2021 and bill issue on OK status as per consumer ledger. After that for the period 07/2021 to 11/2021 bill issue on average basis for that period sundry for adjustment of amount has been prepared as per MMC basis by this office and thereby amount to the tune of Rs. 89836/- has been adjusted in the account of the appellant through SC&AR No. 36/276 as wrong reading was punched.

Moreover, the consumption pattern of newly installed meter has been checked for last 6 months & the consumption pattern comes out 129 units/months. If we overhauled the account on this behalf and considering the benefit of surcharge waiver scheme 2025 the amount payable Rs. 60402. If he made payment in one instalment the can avail benefit of additional 10% on Principal amount i.e. Rs.6040/-, then payable amount in one instalment would be Rs. 54362.

The office of undersigned is ready to comply with any order passed by your good office on the appeal filed by the appellant and the office of undersigned undertakes to comply with the same at the earliest possible date.

- E.** Hearing was held on 21.07.2025 as scheduled. Both the parties were physically present. During the hearing, appellant requested that his meter was replaced

during MGJG Scheme on 28.09.2022. He has further submitted that old original meter was in four digits however, reading has been shown in five digits as 21946 which is wrong. He has also submitted photograph of his old meter reading taken on 30.08.2022 with reading 4662.4. SDO operation in his letter dated 16.07.2025 mentioned that the company M/s Hiteshi Enterprises Jagadhari did not deposit the meter of the appellant in his office till date. He further submitted that consumption pattern on newly installed meter for the last six months comes out to 129 units per month. Arguments in the main complaint have been led by both the parties.

Decision

After hearing both the parties and going through the record made available on file and the deliberations made during hearing, it is decided that since the meter removed from the premises of Sh. Vinod Kumar on 28.09.2022 is not available in the office of SDO as contractor did not deposit the meter. Contentions of the appellant that his meter was four digits and reply of the SDO showing final reading as 21946 cannot be relied upon completely. Keeping in view, the principle of natural justice it is ordered to overhaul the account of the appellant on the basis on consumption pattern of newly installed meter for which as per SDO operation submission that consumption of newly installed meter comes out to 129 units per month and the account of the appellant be overhauled on the basis of 129 units per month. The payable amount thus worked out as per SDO respondent submission comes out to Rs. 60402/-. It is further ordered that SDO respondent should issue a fresh bill of Rs. 60402/- to the appellant after giving clear 15 days time to deposit the bill. If the amount is deposited by the appellant in one installment additional benefit of 10% may also be given to the appellant as per prevailing surcharge waiver scheme of the Nigam. SE/Operation Panipat is directed to take necessary action as deemed fit against concerned JE and contractor who failed to deposit the meter of the appellant removed from the site on 28.09.2022.

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 22nd July, 2025.

Dated:22.07.2025

Sd/-
(Rakesh Kumar Khanna)
Electricity Ombudsman, Haryana

CC-

Memo. No.947-53/HERC/EO/Appeal No. 27/2025

Dated: 22.07.2025

To

1. Sh. Vinod Kumar S/o Vedpal, R/o Village Ugra Kheri, Teh. & Distt. Panipat, Haryana (Email vinodjangra850@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 SE (Operations) Panipat, 132 KV Sub Station, Power House colony near Sugar Mill, Gohana Road Panipat (Email seoppanipat@uhbvn.org.in)
6. XEN/OP Division, UHBVN, Samalkha (Email xenopsamalkha@uhbvn.org.in)
7. SDO/OP Sub-Division, UHBVN, Chhajpur (Email sdoopchhajpur@uhbvn.org.in)

