



BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA

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

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(Regd. Post)

Appeal No. : 29 of 2025
Registered on : 13.06.2025
Date of Order : 25.07.2025

In the matter of:

Appeal against the order dated 15.05.2025 passed by CGRF UHBVNL, Panchkula in case No. 65/2025 - Dr. Avnesh Verma

Dr. Avnesh Verma, S/o Dr. K.K. Verma R/o House No. 716, Sector-7, UE, Kurukshetra Haryana-136132

Appellant

Versus

1. XEN/OP Division, UHBVN, Kurukshetra
2. SDO/OP Sub-Division, UHBVN, Pipli

Respondent

Before:

Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:

Dr. Avnesh Verma

Present on behalf of Respondents:

Shri Abhishek, SDO

ORDER

- A.** Dr. Avnesh Verma has filed an appeal against the order dated 15.05.2025 passed by CGRF, UHBVNL, Panchkula in case No. 65 of 2025. The appellant has submitted as under:

I respectfully submit this representation against the order passed by the Corporate Consumer Grievances Redressal Forum (CGRF), UHBVN, Panchkula, dated 15.05.2025, concerning my complaint dated 03.04.2025 regarding the electricity bill for the month of August 2024 and October 2024 under Account No. 5223570000.

I would like to bring to your kind attention that although the Forum found my request feasible and admitted the complaint, the matter was disposed of without directing any refund or imposing cost, which I believe has resulted in a miscarriage of justice.

Facts of the Case:

1. From May to August 2024, the said premises were vacant as it had been vacated by the tenant.
2. Despite no consumption, an electricity bill amounting to 12,603/- was issued in August 2024, based on the following details:

Old Reading: 36281

New Reading: Not recorded

3. In the subsequent bill issued in October 2024, the following discrepancies were noted:

Old Reading: 35271

New Reading: 619.54 (New meter installed)

Billed Amount: 22,099/-

It is evident from the above that:

The reading of 35271 in October 2024 is lower than the old reading of 36281 shown in August 2024, which is logically inconsistent.

No meter reading was recorded in August 2024, and yet a high bill was generated.

This clearly indicates that no actual meter reading was taken, and the billing was done arbitrarily.

Furthermore, I have already submitted proof of payment of Rs. 12,603/- for the period 14.06.2024 to 10.08.2024. Despite this, Sh. Abhishek, SDO (OP), Sub Division Pipli, submitted a misleading statement claiming non-payment of the said bill. This is not only incorrect but also appears to be an attempt to conceal internal lapses regarding meter reading and billing practices.

I wish to reiterate that I am a law-abiding consumer, regularly paying my bills without any defaults. The meter was never tampered with, and it was mounted on a roadside pole, making access easy for UHBVN staff. Still, the reading was not taken, and unjustified bills were issued on an estimated basis.

Relief Sought:

In light of the above, I humbly request your kind intervention to:

1. Investigate the discrepancy in meter readings and billing for the months of August and October 2024.
2. Direct UHBVN to refund the total amount of Rs. 34,702/- (12,603/- + 22,099/-), which was charged without any fault of mine.
3. Take necessary steps to ensure accountability in the billing and grievance redressal process.

I shall be grateful for your kind and just consideration in the matter.

- B.** The appeal was registered on 13.06.2025 as an appeal No. 29 of 2025 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 24.07.2025.
- C.** The XEN/Operation, Kurukshetra vide email dated 23.07.2025 has submitted reply, which is reproduced as under: -

On the subject cited matter, it is to be informed that the relevant records were examined thoroughly by SDO/Op Sub Division Pipli and the following facts were found: -

1. Meter of this connection was found defective/reverse on dated 10-08-2024 at the time of billing due to which an average bill on PYM (previous year month) basis was issued for the time period of 14-06-2024 to 10-08-2024(copy attached).
2. Consumer application was received in this office on dated 13-08-2024, on site verification by LM & JE reading was found as 35108 KWH on dated 17-08-2024. Hence, it was verified that meter is reversed/defective as reading

on 14-06-2024 was recorded as 36281 KWH. Therefore, meter was replaced on site after issuing MCO on dt. 20-09-2024.

3. Hence in bill of Oct'2024, Bill of average basis was generated for period of old meter i.e. 10-08-2024 to 11-10-2024 of 2825.53 units on PYM basis and of 619.54 units for time period of 10-08-2024 to dated 20-09-2024 as per new meter reading. Leading to total current bill of Rs.22099/-
4. Thereafter bills of Ok reading are being issued to the consumer.
5. Later, on checking of meter in M&T lab Kaithal, reading was verified as 35282.6 KWH, which confirms that meter was reversed. Hence PYM basis bills were issued to the consumer as per the Nigam instructions.

It is further added that Rs. 11693/- has been adjusted vide SC&AR no. 186/143/45 on dt. 22-07-2025 on account of excess average charged during MCO which will be reflected in future bills. After that consumption bills has been raised of new meter which were deposited by the consumer (copy attached).

This is submitted for your kind information and further necessary action, please.

So, kindly please close the case on the above narrated facts.

- D.** Hearing was held on 24.07.2025, as scheduled. Both the parties were physically present. During the hearing, reply received from SDO respondent through Xen/Operation, Kurukshetra was handed over to appellant. However, appellant was not satisfied with the adjustment made by the SDO respondent. Arguments in the main appeal has been led by both the parties.

Decision

After hearing both the parties and going through the record and deliberations made during hearing by both the parties, it is observed that the meter of the appellant was replaced on 20.09.2024 as per MCO submitted by SDO respondent as meter status defective/reverse. SDO respondent further submitted that the reading of the newly installed meter was 3105 KWH on 09.06.2025. Initial reading of the meter at time of MCO was zero kWh. Hence, 3105 kWh have been consumed in 263 days. Thus, per day consumption comes out to 11.8 kWh. It is ordered that the account of the consumer be overhauled from 14.06.2024 to 20.09.2024 (i.e. 99 days) on the basis of per day consumption of 11.8 kWh. SDO operation, Pipli is directed to adjust the amount (by considering per day consumption of 11.8 kWh) in the ensuing electricity bill of the appellant. Regarding issuing of strict advisory to the concerned CA/Dealing staff for issuance of the correct bill in time and also not harassing the consumer be issued as per order of Corporate CGRF and compliance report be sent to this office.

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 25th July, 2025.

Dated:25.07.2025

(Rakesh Kumar Khanna)
Electricity Ombudsman, Haryana

CC-

Memo. No.983-989/HERC/EO/Appeal No. 29/2025

Dated: 25.07.2025

To

1. Dr. Avnesh Verma, S/o Dr. K.K. Verma R/o House No. 716, Sector-7, UE, Kurukshetra Haryana-136132 (Email verma_avnesh@yahoo.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), UHBVN, Near Gymkhana Club, 3rd Floor, UHBVN Bldg, Sec 8, Kurukshetra. (Email seopkurukshetra@uhbvn.org.in)
6. XEN/OP Division, UHBVN, Kurukshetra, Divisional Office, Near Gymkhana Club, IInd Floor, UHBVN Bldg, Sec 8, Kurukshetra (Email xenopkurukshetra@uhbvn.org.in)
7. SDO/OP Sub-Division, UHBVN, Pipli, S/D Pipli, Near Gymkhana Club, GND Floor, UHBVN Bldg, Sec 8, KKR (Email sdooppipli@uhbvn.org.in)

