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. : 30 of 2025
Registered on : 20.06.2025
Date of Order : 18.09.2025

In the matter of:

Appeal against the order dated 15.05.2025 passed by CGRF UHBVNL, Panchkula in case No. 87 of 2025 - Shri Mohan Lal Gaur

Shri Mohan Lal Gaur R/o House No. 5501/3, MHC, Sector-13, Chandigarh **Appellant**

Versus

1. XEN/OP Division, UHBVN, Pinjore
2. SDO/OP Sub-Division, UHBVN, Raipur Rani **Respondent**

Before:
Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:
Shri Mohan Lal Gaur

Present on behalf of Respondents:
Shri Kamaldeep, SDO

ORDER

A. Shri Mohan Lal Gaur R/o House No. 5501/3, MHC, Sector-13, Chandigarh has filed an appeal against the order dated 15.05.2025 passed by CGRF, UHBVNL, Panchkula in case No. 87 of 2025. The appellant has requested the following relief: -

That I had applied for a new domestic electricity connection at my residence on Raipur Rani-Naraingarh road in Village Garhi Kotaha.

The application was made online to the office of UHBVN on 20-3-2024 and after a payment of Rs.3031, application no: A25-324-121 was allotted. A copy of the application along with the payment receipt no: YHMP227624463 dated 20-3-2024 for Rs.3031 are enclosed as per Annexure A1 and A2 respectively.

In the month of April 2024, I enquired from the SDO office, Raipur Rani about the status of the connection, wherein, it was informed that for want to additional payment of Rs.40,250, it is pending.

I requested the concerned officials that the estimate is on very high side as the distance of site from where the connection is to be given, is not more than 200 yards from my site. However, they did not agree and told that connection will be given from the transformer which is around 400 meters from the site. Hence, I had no option but to pay the amount demanded.

On 13-04-2024, a sum of Rs.40250 was deposited vide receipt no: YAX62298883732. A copy of the same is being eclosed as per Annexure A3 and A4.

On 18-04-2024, the connection was released however, no electric pole was installed. The staff/contractor informed me that poles are out of stock and will be installed later and meanwhile requested me to provide wooden poles/balli to support the wire, so I provided 3 wooden poles.
However, despite my rigorous follow ups with the SDO office for installation of electric poles by replacing the wooden poles, no action was taken. On 29-04-2024, I sent a Whatsapp message to the SDO Raipur Rani requesting to investigate the matter. Further, on 17-09-2024, I sent an e-mail to SDO office Raipur Rani, and a copy of the e-mail was sent via Speed Post. A copy of the same is enclosed as per Annexure A5. Regrettably, there was no response in the matter.

In the 1st week of March 2025, I made a complaint to the Managing Director UHBVN Ltd, Sector 14, Panchkula, however, till date there is neither any acknowledgement nor any action.

I am enclosing a copy of the estimate prepared by the department while charging an extra amount of Rs.40,250 from me, as per Annexure A6 and copy of photographs of the site as per Annexure A7 for your kind perusal.

That aggrieved by the non-action of the department, I made a complaint to the Consumer grievances Redressal Forum (CGRF), Panchkula wide complaint No. 87/2025 on dated 11 April 2024, which was decided on 15/05/2025. A copy of the order of the CGRF dated 15/05/2025 is enclosed as per Annexure A8 and copy of annexure A8A.

On perusal of the order of CGRF it is observed that the SDO Raipur Rani has confirmed that no new electric pole has been erected and there is requirement of two poles in the area where PVC cable is hanging on wooden ballis.

Further, it is mentioned in the order that as per available record of Form-4 and EMB, the material drawn against the estimate is 380 mtrs PVC and 2 nos. poles. However, the fact is that the length of the PVC wire from where the connection is given is only 180 mtrs and the poles are yet to be installed. It was further directed by the CGRF to the SDO to complete the work on priority within 15 days, but the work is yet to start.

Further, as per the order dated 15-05-2025, the SDO Raipur Rani has stated that 'a special estimate for adding intermediate PCC pole due to the lengthy span 2/C PVC line DS connection SOP to Sh. Mohan Lal Gaur Village Garhi Kotaha has been framed and sanctioned amounting to Rs. 4658 vide estimate no RPR-45/2025-2026 and pole will be erected upto 15 May 2025'.

Therefore the order is silent about the refund of excess amount deposited by the complainant le Rs.40250-4658-35592. Hence this appeal.

Prayer/Relief sought:

1. That the cement electric poles be installed at the site so that the hanging wires on wooden poles are properly affixed to avoid any mis happening.

2. That the PVC wire has been used for a distance of 180 mtrs whereas the estimate has been made for 380 mtrs. Therefore the concerned officials may be directed to prepare a fresh estimate considering the PVC for 180 mtrs only. Further, as per Sales Circular No U-09/2020, there are no charges upto 150 mtrs and for the extra distance charges @ 175/mtr are recoverable. Hence, the appellant is liable to pay charges 175/mtr for 30mtrs only (180 mtr-150 mtr) i.r Rs.5250 only and excess amount of Rs. 35000 (40250-5250) be refunded to the appellant.

3. That the matter is pending for more than a year, despite following up with various authorities, no action has been taken, causing mental agony and harassment to a senior citizen at the age of 75. Hence a compensation of Rs. 25000 be awarded or any other relief, deemed fit by the Honourable loud swan.

4. That the matter is not pending before any other court/authority or forum.

B. The appeal was registered on 20.06.2025 as an appeal No. 30 of 2025 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 28.07.2025.

C. Hearing was held on 28.07.2025, as scheduled. Both the parties were physically present. During the hearing, complainant submitted that he had already deposited Rs. 40,250/- on 13.04.2024 against the estimate framed for new connection by considering the 380 meters wire and 7 number poles by SDO respondent but the connection was released from nearby pole on 18.04.2024 from distance of 180 meter instead of 380 meters by using 2 number poles. He was asked to deposit the amount for 7 number poles and 380 meters wire however as per site condition 180 meters wire and 2 poles were required to be erected. Accordingly, SDO was directed to frame afresh estimate and refund the excess amount charged from the complainant. SDO respondent during hearing replied that afresh estimate amounting to Rs. 8754/- has been got sanctioned and work will be executed within a week's time and excess amount already charged from the complainant will be refunded.

The matter is adjourned and will now be heard on 14.08.2025 at 11:00 A.M.

D. On 14.08.2025 respondent SDO has submitted reply, which is reproduced as under:-

The consumer Sh. Mohan Lal Gaur deposited an amount of ₹40,250/- on 13.04.2024 against issuance of a new connection, considering 380 meters distance requiring 7 number of poles during execution. However, the connection was provided from a nearby existing pole at a distance of approximately 250 meters, and only 2 number of poles were required as per site conditions. Accordingly, a fresh estimate was framed vide Est. No. 45/2025-2026 dated 08.05.2025. The revised estimated amount is ₹8,754/- only. A work order has already been issued to Ms. Gurudrishti on dated 25.05.2025.

The work is delayed due to non-availability of vehicle/tractor access to the site/street because of continuous rainfall in the area since last week, resulting in fully muddy conditions. The work will be executed as early as possible once site conditions permit.

Further, the amount has been recalculated and the balance refunded to the consumer in Account No. 5317668920, vide Sundry No. 202/66, as per actual estimate and site conditions. The total refunded amount is ₹22,750/-.

This is for your kind information please.

E. Hearing was held on 14.08.2025 as scheduled. Both the parties were physically present. During the hearing, respondent SDO submitted his reply against the appeal filed by the appellant. Appellant in response to the reply of the SDO respondent submitted his request vide letter dated 14.08.2025, wherein he mentioned the distance from source to residence is not 250 meters, it is approximately 180 meters. He further requested to carry out measurement in his presence and amount be refunded to him through Cheque. Accordingly, SDO respondent is directed to visit the site jointly with the appellant within a period of ten days and revised estimate may be got sanctioned, if required. Also, the amount required to be refunded to the appellant be given by cheque as per the request of appellant.

The matter is now adjourned and will now be heard on 08.09.2025.

F. Hearing was held on 18.09.2025 as re-scheduled. Both the parties were physically present. During hearing, the appellant submitted hand written request for refund of his difference of cost and further requested that he does not want any action against officer/official responsible in the matter and his work has been got carried out by installing PCC poles and cables.

As per the provisions of the supply code U-9/2020 (Annexure-1) the case has been considered and the provision is reproduced as under:-

> ***"The above service connection charges shall be applicable where the length of new line to be provided is upto 150 meters. where, this length exceeds 150 meters, the applicant shall be required to pay additional charges of Rs. 175 per meter for loads up to 50 KW and Rs. 250/- per meter for loads in excess of 50 kW.***
> ***(2) in case, the proposed connection is to be released on voltage level of 11 kV, the actual cost involved for releasing the connection would also be worked out as per standard cost data book and the amount recoverable shall be the higher of the following:-***
> ***(a) Actual cost.***
> ***(b) Total service connection charges applicable to the respective category."***

Thus, it is pretty clear that as per the revised estimate the difference of the charges already paid and actually payable by the appellant should be paid to the appellant as per actual measurement by the respondent Nigam as per the provision of the supply code which has also been agreed by respondent SDO/OP, Sub Division Raipur Rani in his letter bearing memo no. 895 dated 25.08.2025 addressed to XEN/OP, Division, UHBVN, Pinjore based on joint checking of respondent Nigam and appellant.

Decision

After hearing both the parties, deliberations made during hearings and going through the record made available on file, it is decided as under: -

a) Nigam respondents are directed to refund an amount of Rs. 32375/- to the appellant through cheque within 15 days of issuance of this order.

b) Compliance report may be submitted to this office within 15 days.

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 18th September, 2025.

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

Dated:18.09.2025

CC-

Memo. No. 1490-1496/HERC/EO/Appeal No. 30/2025 Dated: 18.09.2025

1. Shri Mohan Lal Gaur R/o House No. 5501/3, MHC, Sector-13, Chandigarh (Email mohangaur3@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), UHBVN, SCO 96(1st Floor), Sector-5, Panchkula-134119 (Email seoppanchkula@uhbvn.org.in)
6. XEN/OP Division, UHBVN, Pinjore, Flat no. B-65 to B-68, Block-B, Near HMT Hospital, HMT Complex, Pinjore-134101 (Email xenoppinjore@uhbvn.org.in)
7. SDO/OP Sub-Division, UHBVN, Raipur Rani, Near Tirlokpur Chownk, Gurdwara Wali Gali, Raipurani, Panchkula (Email sdoopraipurani@uhbvn.org.in