BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA
Bays No. 33-36, Ground Floor, Sector–4, Panchkula-134109
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(Regd. Post)

Appeal No.	**:**	**7 of 2026**
Registered on	**:**	**17.03.2026**
Date of Order	**:**	**02.09.2026**

In the matter of:

Appeal against the order dated 25.02.2026 passed by CGRF, DHBVN Gurugram in case No 4975/2025

M/S Indus Towers Ltd. Bestech Business Towers, Tower A, Industrial Plot No.1, Phase-9, Sector-66, SAS Nagar (Mohali), Punjab-160059

Appellant

Versus

1. The XEN/OP Division, Safidon DHBVN, Jind, Haryana
2. SDO/OP, Sub Division, J23-Pilukhera, DHBVN, Safidon, Haryana

Respondent

Before:

Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:

Shri G.K. Nandan, Consultant/EB, Indus Tower Ltd. Mohali

Present on behalf of Respondents:

Shri Pawan Kumar, SDO/OP,

ORDER

A. M/S Indus Towers Ltd. Bestech Business Towers has filed an appeal against the order dated 25.02.2026 passed by CGRF, DHBVNL, Gurugram in case no. 4975 of 2025. The appellant has submitted as under: -

1. It is submitted that our Company M/s Bharti Infratel Limited. (now known as Indus Towers Limited) (herein after referred to as 'Company') is a Joint venture between three mobile operator companies i.e. Vodafone Group, Bharti Group, and Idea Group of Companies (hereinafter referred to as 'Operator Companies'), having its registered office at Building No. 10, Tower-A, 4th Floor, DLF Cyber City, Gurugram 122002 (Haryana) and Circle Office at Bestech Business Towers, 1st Floor, Tower A, Industrial area Plot No.1, Phase 9, SAS Nagar (Mohali), Punjab 160059. M/s Indus Towers Limited has been registered as an Infrastructure Provider, Category-1(IP-1) by the Department of Telecommunications, Ministry of Communications & IT, Government of India and commenced its operations w.e.f.1st April 2008, in the business of establishment, operation, maintenance and provision of telecommunication infrastructure services which inter alia includes towers and other allied equipment's, etc. of/ to various telecom service providers including the aforesaid three Operator Companies who are providing an essential and public utility services.
2. We have obtained the connection bearing account No. 4713063000 to operate the mobile telecom tower at KALWA, Pilukhera District Jind under the jurisdiction of OP Subdivision, DHBVN, J23-Pilukhera.
3. It is brought out the meter has been running fast from July 2022 to March 2024. We had represented and requested the officials of the subdivision to review the working of the meter install the check meter in series with the existing meter. The above-mentioned application was submitted in the subdivision, but unfortunately

the copy of the same is not available as the local representative who had submitted the application has left our organization without handing over the documents and records. But the officials of the subdivision, instead of installing the check meter in series with the above-mentioned defective meter in accordance with the instructions prescribed in the Supply code Regulations 29/2014, Section 5.6, insisted on sending the meter to M&P Lab of DHBVN. The attached documents copy of BA-16, Dated:13-03-2024 and copy of statement of the subdivision, wherein cost of LT CT Meter, CTs and Meter cubical for Rs.5226 for Account Number 4713063000 of the connection has been deposited from us to change the meter and CTs for sending the existing Prodigy meter to Lab. It is pertinent to mention here that as per the Regulation of HERC and Instructions of the Nigam it is primarily the duty of the Nigam to replace the defective meters. The copies of the above-mentioned documents are attached as Annexure-P-1 and P-2.

4. As we were requesting the subdivision for installing the check meter or sending the same to Lab and our grievances regarding Fast running of Meter during the period were not Redressed by the subdivisional officials, we had filed our complaint/representation before Corporate CGRF DHBVN vide our complaint Ref. No. Spl-316/IN-2016218/CGRF/DH/25, Dated: 24-11-2025, which was registered by the Forum vide Complaint No. 4975/2025, Dated: 26-11-2025. The copy of our complaint vide reference number referred to above is attached as Annexure P-3.

5. The first hearing of the case was held on dated: 28-11-2025 through telephonic call. The reply submitted by the SDO was received on email vide his office Memo No. 7271, Dated 26.11.25. The copy of the reply of the SDO is attached as Annexure P-4. The defendant SDO had not replied to the complaint point wise submitted by us to the Forum with copy to his office vide our Ref. No. Spl-316/IN-2016218/CGRF/DH/25, Dated: 24-11-2025. The defendant SDO had submitted only a four-line reply and attached the copy of the bill dated: 12-11-2025 and the copy of the sundry, the issue date is prior to submission of our complaint. The SDO OP Pilukhera had not submitted and commented on 11(Eleven) points elaborated by us in our complaint. Accordingly, a rejoinder was sent to the Forum through email immediately vide our Ref. No. Spl-319/IN-2016218/CGRF/DH/25, Dated: -27-11-2025 with CC to SDO for directing the defendant SDO to submit his reply pointwise. Copy attached as Annexure-P-5. The directions were also given to the Forum to submit his reply point wise during the proceeding held on 28-11-2025. But SDO did not submit point wise reply even during the forthcoming proceedings.

- During the hearings of the case before the Forum, the Corporate CGRF Gurugram in its interim order Dated: 30-12-2025, the forum directed to the defendant SDO, "The Forum directed the SDO to give complete details of meter reading along with MDI, since its installation, meter replacement date, all site checking reports of M&P and meter accuracy report by meter manufacturer, before next date of hearing." Copy of Interim Order attached as Annexure P-6. The defendant SDO has supplied only one copy of the M&P report Dated: 30-03-2024 which is not illegible and readable at all. We requested the SDO supply the eligible copy of the M&P report vide our email dated:06-02-2026 under intimation to the forum. Copies of M&P Report and email are attached as Annexure P-7A and P-7B..

- All the above aspects were brought to the notice of the forum through our Second rejoinder vide reference number Spl-328/IN-2016218/CGRF/DH/26 dated 18-02-2026. Copy of second rejoinder Annexed as Annexure-8. It was also brought to the notice of the forum that the accuracy of the meter has not been got checked from the meter manufacturer's works as per the own directions of the Forum given by the Forum in its Interim Order dated: 30-12-2025 or the same has not been attached with the documents relating to the data downloaded at the meter manufacturer works. Even eligible copy of M&P report has not been supplied by the SDO.

6. But the Corporate Forum did not ask and gave directions to the SDO for redressing our above-mentioned issues before issuing its Final Order: -

- That accuracy of the meter has not been got Checked from the manufacturer of the meter contrary to the instructions given by the forum in its interim orders Dated: 30th December 2025.
- To provide the eligible copy of the M&P report as the already provided copy of the M&P report is not readable at all and the same cannot be Perused by the forum as well as by the consumer.
- The previously supplied copy of the M&P report provided by the SDO is attached as annexure P-4. From the perusal of the above-mentioned copy off the M&P report it can the arrived at that the M&P team has specifically mentioned to get the accuracy checked from the M&T lab and rest of the contents are not readable.
- To prove his contention that the meter was changed due to non-visible reading, the SDO office has made alterations and additions with the MCO document during the course of CGRF proceedings. In the Old Meter Details Column of MCO document originally there is no mention of reading invisible rather than it is written that, Old Meter Details-"HRT 38002 Faulty Secure Prodigy". But, during the course of CGRF proceedings, the SDO office has added the Remarks, "R-NV". Now the MCO document produced before the Corporate Forum is altered one in which Old Meter Details remarks are, "HRT 38002 Faulty Secure Prodigy R-NV." The Corporate Forum has considered the altered MCO document produced by the SDO and has not perused the MCO document referred by us which does not carries the remarks, "R-NV" copy of the same was obtained from the subdivisional office. Copies of both the MCO documents are Annexed as Annexure P-9A and P-9B respectively.
- Leaving aside all the above important aspects deliberated by us in our second Rejoinder and not affording any opportunity to us to deliberate upon the above-mentioned issues the corporate forum has decided the case hastily.
- The Corporate Forum has not decided the case on merits rather than it has decided the matter referring the to the angle that, "The consumer was unable to produce any record of his request for change of fast meter whereas SDO submitted that meter was replaced due to reading was not visible vide MCO dated: 28/03/2024". As already deliberated in para 3, unfortunately the copy of application/representation is not available with us, but ironically the above-

mentioned representation submitted by us in the subdivision stating the issue regarding running of meter fast is not being produced by the subdivision. In its order Corporate Forum mentioned further mentioned that SDO submitted that meter was replaced due to reading was not visible vide MCO dated: 28/03/2024. The copy of the MCO are attached above as Annexure-P-10A and 10B. In the above-mentioned MCO there is no mention of reading invisible rather than it is written that, "Old Meter Details-HRT 38002 Faulty Secure Prodigy. In the bill issued on dated: 12-03-2024, KWH= 635465 and KVAH= 635817. The copy of the bill is attached as Annexure P-9. This clearly shows that up to the issuance of the above-mentioned bill i.e.12-03-2024, the readings were visible.

- Astonishingly it is not practically possible to initiate the process of change of meter at such a lightning-fast speed that an amount of Rs.5226 was got deposited by the subdivision on 13-03-2024, BA-16 receipt was issued and MCO issued on 28-03-2024. In effect the process of change of meter was already in process on the basis of our earlier representation copy of which is unfortunately not available with us. In the representation submitted to the subdivision after the replacement of the meter there is clear mention of the fast running of meter. The copy of the Representation is attached as Annexure P-11.
- From the perusal of the illegible M&P report Dated:30-03-2024 it can be read, "Regularized the MCO". It shows that MCO has already been issued and M&P team visited to regularize the earlier affected MCO. The date of previous checking done by the M&P it also can be read that it was carried out on dated: 22-11-2022. The copy of the above-mentioned M&P report has not been provided by the subdivision. The above-mentioned M&P Report can throw some light on the ongoing matter as such the SDO may be directed to provide the above-mentioned report along with the legible copy of M&P report dated: 30-03-2024.
- The Corporate Forum has stated in its order, "SDO got the reading data retrieved from meter manufacturer and the account was overhauled on the basis of the reading retrieved, and DHBVN gave a credit of Rs. 70,660/- in the billing month of Nov 2025."
- In the copy of the November 2025 bill issue date of the bill is: 12-11-2025, whereas we have filled the application before the Corporate Forum on 24-11-2025 and the reading data and other parameters of the meter have been retrieved on dated 05-12-2025 after the directions of the Corporate Forum in its Interim Order on Dated: 30-12-2025 issued on 08-01-2026. The copy of Interim Order is already attached as Annexure- P-6.
- The sequence of events stated and provided by the SDO are mismatched and the same have not been gone through by the Corporate Forum and the Forum has issued the order without perusing the documents supplied by us and SDO.
- The Forum has not perused the copy of the MCO attached by us with our documents and Supplied by the SDO.
- The Meter readings and other Data has been retrieved by the SDO on 05-12-2025, whereas Interim order to this effect were issued by the Forum on 30-12-2025 directing the SDO that, "The Forum directed the SDO to give complete details of

meter reading along with MDI, since its installation, meter replacement date, all site checking reports of M&P and meter accuracy report by meter manufacturer."

The SDO did not inform that he has already got the data downloaded from meter manufacturer and meter accuracy has not been checked.

The SDO has already made the sundry and the same was posted in the energy bill of November 2025 prior to the receipt of the data downloaded from meter manufacturer and the sundry was again attached by the SDO with his reply to the Second Rejoinder stating that sundry has been made on the basis of reading and data downloaded documents received from the meter manufacturer.

- In its Final order Dated: 25-02-2026/03-03-2026 vide Memo No.468/CGRF/GGN, Dated: 03-03-2026, Forum has specifically mentioned stated that, "SDO got the reading data retrieved from meter manufacturer and the account was overhauled on the basis of the reading retrieved, and DHBVN gave a credit of Rs. 70,660/- in the billing month of Nov 2025." The copy of the Final Order is attached as annexure-12.
- The defendant SDO in its reply vide Memo No. 292, Dated:- 5/2/2026, has stated that, "It is further added that as per billing data & load survey data consumer account overhauled & a sum of Rs. 70,660/- allowance given to the consumer in the billing month Nov-2025. The copy of other relevant documents i.e. Consumer Ledger, M&P Report etc., attached as Annexure - 06 to 07 for your ready reference please." Copy of SDO reply has been attached as Annexure P-13. The SDO has attached copy of the sundry and copy of bill for the month of November 2025.
- But astonishingly the same copy of the sundry and bill for the month of November 2026 were attached with his reply by the SDO vide his office vide our Ref. No. Spl-316/IN-2016218/CGRF/DH/25, Dated: 24-11-2025. The copy of the above-mentioned reply of the SDO along with copy of the sundry and bill attached is already attached as Annexure-P-4.
- The SDO has misled the Forum that his office has overhauled the account after the retrieval of the readings from the meter manufacturer. In effect nothing has been done by the SDO after retrieval of the readings.
- The forum has not decided on the basis of merit. It has decided the case in haste manner merely on the plea that consumer has failed to produce copy of the representation regarding meter running fast instead of asking the SDO to get checked the accuracy of the meter from the manufacturer of the meter setting aside its own directions given to the SDO in its Interim Order.
- Secondly the Forum has deliberated in its order, "Based on the meter data placed before the Forum it was observed that MDI reset mechanism was push button based & not automatic as claimed by the complainant hence the meter being in-accurate as claimed by complainant is not established"
- It is brought out that every electronics meter has push button-based MDI reset mechanism. It can be said that the MDI reset mechanism was automatic or defective or even not provided in the meter, is not a matter of discussion. The fact is MD of the meter remained 38.4 KW for several months. As per the instructions of the Nigam, it is mandatory to reset the MDI to Zero after every billing cycle. In the

instant case the same has not been reset to Zero continuously for several months together. Recording of the MDI of a connection fed from a 25 KVA distribution transformer to the extent of 38.4 KW is matter of concern and leads to the firm opinion that the accuracy of the meter remained doubtful as during the period the MDI of the meter remained to the extent of 38.4 KW and the consumption is directly proportionate to Load.

- The Load survey Report is defective as it has not recorded any figures, which leads to the opinion that the working of the meter to be defective. Otherwise, the Load Survey report gives a clear picture of the MD during a particular period or date. The copy of the Load survey report is attached as Annexure P-14.
- It is brought to the attention of Hon'ble Electricity Ombudsman that immediately on the receipt of Order/decision of the vide email dated:03-03-2026, the office of the OP Subdivision DHBVN Pilukhera has disconnected the supply of the connection without any prior notice. It is pertinent to mention here that we have deposited Rs. 342896 (Rs. Three Lakh Two Thousand Eight Hundred Ninety-Six) during the month of October 2025, Rs. 600000 (Rs. Six Lakh) during the month of November, Rs. 71074 (Rs. Seventy-One Thousand Seventy) in the month of February 2026 and Rs. 34780 (Rs. Thirty-Four Thousand Seven Hundred Eighty) again in February 2026 the current bill has been deposited. It is worthwhile to mention here that payment of all the above-mentioned amount was facilitated and enabled by the subdivision. The copies of the receipt of the above-mentioned payments are Annexed as Annexure P-15A, P-15B, P-15C and P-16D. Our always remained the endeavor to make the payment of legitimate energy bills promptly and timely. The complete copies of the data retrieved are not attached here due to voluminous documents, however hard printed/copies of the same are being submitted separately.

It is therefore prayed that the officials of the OP Subdivision DHBVN Pilukhera may be directed to restore the disconnected supply immediately and our grievance deliberated above may be Redressed based on the Merit so that the Law of Natural justice prevails.

The order/decision passed by Corporate CGRF DHBVN has not been issued setting aside its own directions given to the SDO for getting checked the Accuracy of the Meter from the manufacturer of the meter. Despite our request that the documents supplied by the SDO are not illegible and complete (M&P Reports dated: 30-3-2024 and deciding 2-11-2022) which are vital documents for deciding the case, forum did not hear our request for directing the SDO to provide the above documents and issued the order/decision.

It is also prayed that in case the accuracy of the meter could not be checked due to any reason, since the meter has been recording excessive consumption from July 2022 to March 2024 may be overhauled on the basis of laid drown in HERC Regulation 29/2014, Clause 6.9.

The impugned order is issued without hearing our request and giving an opportunity to explain our point of view on the meter data download report, without getting the accuracy checked and without perusing the altered documents supplied by the SDO as such the same is liable to be set aside.

B. The appeal was registered on 17.03.2026 as an appeal No. 7 of 2026 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 13.04.2026.

C. On 22.04.2026, the respondent SDO has submitted reply which is as under:

In the subject cited matter, it is submitted that M/s Indus Towers Ltd. Pillukhera, having an electricity connection in village Kalwa (Pillukhera), bearing A/c No 4713063000 under NDS category filed a complaint in Hon'ble forum CGRF accepted vide 245/CGRF/GGM/Forum-4975/GGM/2025.

Brief of Complaint & Reply:-
As per Consumer Grievance various issues raised in his complaint. As per grievance record has been checked and found that consumer meter replaced at site due to RNV status (MCO copy Attached as Annexure-1), hence the defective meter replaced from site on dated 30-03-2024 with new meter. Being RNV meter (Serial No. HRT38002) the same referred to M&T Lab Hisar for retrieval of meter reading (Copy of M&T Lab Hisar report Attached as Annexure-2). However, as per M&T lab no reading retrieved. In the mean team consumer submitted a request regarding generation of bill on Average basis being RNV meter. So, to address that grievance, meter sent to meter manufacturing company for retrieval of reading data, against which company supply Load survey data & as per Load survey data Reading & MDI retrieved (Load survey data received from Meter make company Attached as Annexure-3).

As per Final reading of Load survey data consumer account overhauled & a sum of Rs. 70,660/- found refundable, (Copy of Overhauling/sundry Attached as Annexure-4) & the same forwarded to CBO Wing for Audit & Approval purpose. Which was approved by the CBO wing and the same reflected in billing month of Nov-2025 (Bill for the month of Nov-2025 Attached as Annexure-5).

It is also mention here that the consumer account already overhauled as per Temper/Load Survey data, now there is no short coming in the bill of consumer. The copy of other relevant documents i.e. Consumer Ledger, M&P Report etc., attached as Annexure 06 to 07 for your ready reference please.

As per reply Hon'ble forum passed a Final Order dated 25.02.2026 (Copy attached as Annexure-08).

In view of above documents, it is submitted that the grievance of the consumer is already attended & bill is also correct.

D. Hearing was held on 24.04.2026, as scheduled. The Appellant was present and ready to proceed. The Respondent SDO, OP Subdivision, Pilukhera, sought adjournment via email dated 24.04.2026 at 11:31 AM citing "unavoidable circumstances" after intervention by this office, and requested the next date of hearing. The Superintending Engineer, Operation Circle, Jind, is directed to seek an explanation from the SDO, OP Pilukhera, regarding the "unavoidable circumstances" cited for seeking adjournment after the hearing schedule was fixed, and submit a report to this office.

The Appellant strongly opposed the adjournment request. It was submitted that:

- The supply to the connection stands disconnected immediately upon receipt of the CGRF order without prior notice, despite substantial payments made by the Appellant (including Rs. 3,42,896/- in October 2025, Rs. 6,00,000/- in November 2025, and further amounts in February 2026).
- The reply filed by the Respondent SDO was not provided to the Appellant in advance and was handed over only during the hearing.
- The CGRF failed to ensure compliance with its own Interim Order dated 30-12-2025 (issued on 08-01-2026), which explicitly directed the SDO to furnish complete details of meter readings along with MDI since installation, meter replacement date, all site checking reports of M&P, and meter accuracy report by the meter manufacturer.
- Key issues regarding the doubtful accuracy of the old meter (HRT 38002, Secure Prodigy) — which allegedly ran fast from July 2022 to March 2024 — remain unaddressed. These include non-compliance with directions for accuracy testing at the manufacturer's works/lab, alterations allegedly made in the MCO document (addition of "R-NV" remarks post-facto), illegible M&P reports, and inconsistencies in the sequence of events (e.g., deposit of Rs. 5,226/- for meter/CT costs on 13-03-2024 via BA-16, despite visible readings in the bill issued on 12-03-2024).
- The load survey data retrieved from the meter manufacturer (dated 05-12-2025) and the overhauling/credit of Rs. 70,660/- in the November 2025 bill require scrutiny, particularly the MDI remaining stuck at 38.4 kW for several months (contrary to mandatory monthly reset instructions) on a connection fed from a 25 kVA transformer, and the defective load survey report showing no recorded figures.

The Appellant prayed for immediate restoration of supply, directions to the Respondents to comply with the CGRF interim directions, provision of complete/legible documents (including M&P reports dated 30-03-2024 and 22-11-2022), and testing of meter accuracy as per applicable regulations.

Consideration and Directions:

This office has perused the appeal, the CGRF order dated 25-02-2026/03-03-2026 (Memo No. 468/CGRF/GGN), the reply of the SDO vide Memo No. 1104 dated 22-04-2026, and the documents placed on record (including MCO, M&P reports, load survey data, bills, and payment receipts).

Relevant Legal Framework:

1. HERC (Electricity Supply Code) Regulations, 2014 (as amended):
    - Regulation 5.6: The licensee has the right to test any meter if there is reasonable doubt about its accuracy. The consumer may also request testing upon payment of fee. The licensee may install a check meter in series (for LT) or otherwise.
    - It is primarily the duty of the licensee (Nigam) to replace defective meters and ensure accuracy. Billing on average or retrieved data must follow due process, with transparency.
    - Provisions regarding handling of defective/burnt/RNV meters emphasize proper inspection, testing at M&T Lab or manufacturer, and consumer involvement where required. Arbitrary replacement without addressing consumer complaints of fast-running meter warrants scrutiny.
2. HERC (Forum and Ombudsman) Regulations, 2020 (including 1st Amendment, 2022):
    - The Forum and Ombudsman are guided by principles of natural justice.
    - Regulation 2.37 (interim orders): The Forum/Ombudsman may pass interim orders as necessary, including directions for restoration of supply or stay on disconnection, upon the complainant satisfying prima facie grounds.
    - For representations before the Ombudsman against CGRF orders: The person filing the representation is required to deposit 40% of the amount assessed by the Forum (inclusive of amounts already deposited), as per the applicable provision corresponding to Regulation 3.18(iii) or analogous clause in the 2020/2022 Regulations.
    - Non-compliance with Forum directions or hasty disposal without affording opportunity of hearing on key issues (e.g., meter accuracy) can be examined.
    - The Ombudsman has powers to regulate its procedure, ensure compliance, and issue interim relief to prevent irreparable harm (such as disconnection of essential telecom infrastructure).
3. DHBVN Sales Manual / Instructions:
    - Procedures for meter change (MCO) due to RNV (Reading Not Visible), faulty meters, or consumer complaints require proper documentation, joint inspection where feasible, and accurate recording of reasons. Alterations in records during proceedings raise serious concerns.

- MDI reset is mandatory after each billing cycle for electronic meters. Persistent high MDI without reset, especially on a low-capacity transformer, indicates potential metering issues.
- Disconnection for disputed bills is not automatic; procedural safeguards (notice, opportunity) apply, particularly when substantial payments have been made and the core grievance (meter accuracy) remains unresolved.

Findings:

- Prima facie, the Appellant has raised substantial questions regarding the accuracy of the old meter and compliance with CGRF's interim directions. The CGRF appears to have proceeded without fully addressing the non-supply of legible M&P reports, manufacturer accuracy test, and alleged alterations in MCO.
- The disconnection of supply immediately after the CGRF order, without notice and despite payments, causes prejudice, especially for a telecom tower providing essential public utility services.
- The Respondent's reply acknowledges overhauling based on load survey data but does not fully clarify compliance with accuracy testing or the timeline inconsistencies pointed out by the Appellant.
- Principles of natural justice require that the Appellant be given a meaningful opportunity to rebut the Respondents' documents and that the Respondents provide complete, legible records and explanations on meter accuracy/MDI issues.

Interim Directions:

1. The Appellant is directed to deposit 40% of the dues pending against the connection (as due on the date of this interim order) with the Respondent SDO, OP Pilukhera, at the earliest, preferably within 3 days of receipt of this order. Proof of deposit shall be submitted to this office and the Respondents.
2. Upon receipt of the above deposit, the Respondents (SDO, OP Pilukhera) shall restore the electricity supply to the premises within 48 hours, without fail. Compliance report shall be filed with this office within 3 days thereafter.
3. The Appellant shall continue to pay current electricity charges as per regular bills. Surcharge, if any, on the leftover disputed amount shall remain frozen till final disposal of this appeal.
4. The Respondents are directed to:

   a) Comply with the CGRF Interim Order dated 30-12-2025 by providing complete, legible copies of all meter-related documents, including M&P reports (dated 30-03-2024 and any prior, e.g., 22-11-2022), full load survey data with covering letter/report from the meter manufacturer specifically addressing the meter's working/accuracy, MDI reset history, and any accuracy test reports (from M&T Lab or manufacturer works).

b) File a detailed point-wise reply addressing all issues raised in the appeal, including: circumstances of meter replacement despite visible readings in March 2024 bill; deposit of Rs. 5,226/- on 13-03-2024; reasons for non-reset of MDI at 38.4 kW and justification for not conducting manufacturer-level accuracy check.

c) Share a copy of the reply with the Appellant at least 5 days prior to the next date of hearing to enable rejoinder, if any.

d) The respondent are given an opportunity to carry out actions deemed necessary (if not taken yet) in order to address of the grouse of the consumer.

The matter shall be listed for further hearing on 28.05.2026.

E. On 12.06.2026, respondent SDO has submitted reply which is as under:-

In the subject cited matter, it is submitted that M/s Indus Towers Ltd. Pillukhera, having an electricity connection in village Kalwa (Pillukhera), bearing A/c No 4713063000 under NDS category filed a complaint in Hon'ble forum CGRF accepted vide 245/CGRF/GGM/Forum-4975/GGM/2025.

Brief of Complaint & Reply:-

As per Consumer Grievance various issues raised in his complaint. As per grievance record has been checked and found following occurrence/ATR mentioned below:-

1. That, consumer meter replaced at site due to RNV status (*MCO copy Attached as Annexure-1*), hence the defective meter replaced from site on dated 30-03-2024 with new meter.
2. Being RNV meter (*Serial No. HRT38002*) the same referred to M&T Lab Hisar for retrieval of meter reading (*Copy of M&T Lab Hisar report Attached as Annexure-2*), However, as per M&T lab no reading retrieved.
3. In the mean team consumer submitted a request regarding generation of bill on Average basis being RNV meter. So, to address that grievance, meter sent to meter manufacturing company for retrieval of reading data, against which company supply Load survey data & as per Load survey data Reading & MDI retrieved (*Load survey data received from Meter make company Attached as Annexure-3*).
4. As per initial lab report given by M&P Hisar consumer account overhauled & a sum of Rs. 70,660/- found refundable, (*Copy of Overhauling/sundry Attached as Annexure-4*) & the same forwarded to CBO Wing for Audit & Approval purpose. Which was Scanned with OKEN Scanner Scanned with OKEN Scanner approved by the CBO wing and the same reflected in billing month of Nov-2025 (Bill for the month of Nov-2025 Attached as Annexure-5).
5. However, as per Temper/Load Survey data consumer account re-overhauled & a sum of Rs. 50,334/- found refundable, (Copy of Overhauling/sundry Attached as Annexure-6) & the same forwarded to CBO Wing for Audit & Approval purpose. Which was approved by the CBO wing and the same

reflected in billing month of Apr-2026 (Bill for the month of Apr-2026 Attached as Annexure-7).

Furthermore, It is also mentioned here that the consumer account already overhauled as per Temper/Load Survey data, now there is no short coming in the bill of consumer. The copy of other relevant documents i.e. Consumer Ledger, M&P Report etc., attached as Annexure - 08 to 09 for your ready reference please.

As per reply Hon'ble forum (CGRF) passed a Final Order dated 25.02.2026 (Copy attached as Annexure-10)

In view of above documents, it is submitted that the grievance of the consumer is already attended may kindly be closed please.

F. Hearing was held on 16.06.2026, as re-scheduled through Video Conferencing (VC) as scheduled. During the hearing, it was observed that the Respondents have still not provided a copy of their detailed reply to the Appellant, despite clear and specific directions issued in the Interim Order dated 24.04.2026. The Appellant denied having received any such reply. The Respondents were unable to provide any satisfactory explanation for this non-compliance.

Directions to Respondents:

1. The SDO/OP, Pilukhera shall furnish a complete copy of the detailed point-wise reply (as directed in the Interim Order dated 24.04.2026) to the Appellant **within 5 days** from the date of issue of this order, **without seeking any further extension or excuse**.
2. Upon receipt of the reply, the Appellant shall be at liberty to file a rejoinder, if any, within the time to be specified.

Directions to Appellant:

Shri G.K. Nandan was directed to submit a copy of the application/request made for installation of a check meter along with proof of deposit of Rs. 5,226/- vide BA-16 dated 13.03.2024. The Appellant stated that these records are available with the Respondents. However, the Commercial Assistant of the Respondents denied possession of the same.

Accordingly, the Appellant is directed to submit all available documents in their possession to substantiate their stand on this issue at the earliest, preferably before the next date of hearing.

Directions to Both Parties (Common):

The Respondents are further directed to explore and arrange for an **accuracy check** of the old meter (HRT38002, Secure Prodigy) at the M&T Lab of DHBVN or at the manufacturer’s premises, if feasible. This exercise shall be undertaken in coordination with the concerned M&P Division well before the next date of hearing and the prior intimation about the scheduled date and time of checking may also be informed to the appellant to witness the testing as per the provisions of the supply code.

The next date of hearing is fixed for **07.07.2026.**

G. Hearing in the above matter was held on 07.07.2026 as scheduled. Both parties were physically present and heard at length.

At the outset, the Appellant expressed dissatisfaction with the reply submitted by the Respondents vide Memo No. 1849 dated 12.06.2026 (and subsequent communications), stating that it does not adequately address the specific directions issued in the previous Interim Orders of this office dated 24.04.2026 and 16.06.2026. The Appellant reiterated concerns regarding the accuracy of the old meter (Secure Prodigy, Serial No. HRT38002), which was replaced on 30.03.2024, and highlighted alleged inconsistencies in the sequence of events, documentation (including the MCO), and billing based on load survey data.

The Appellant placed reliance on BA-16 No. 107149084 dated 13.03.2024 for an amount of Rs. 5,226/-, contending that the deposit was made towards installation of a check meter pursuant to the consumer's request/grievance regarding suspected fast running of the meter. The Respondents, on the other hand, submitted that the said amount was deposited for replacement of the defective/RNV meter (including cost of new meter, CTs, and meter box) due to issues with automatic MDI reset, and not specifically for a check meter.

<u>Consideration and Findings</u>

This office has carefully perused the appeal, previous CGRF proceedings (including its Interim Order dated 30-12-2025), replies of the Respondents (including Memo Nos. 1104 dated 22.04.2026 and 1849 dated 12.06.2026), documents on record (MCO, M&T Lab reports, load survey data from the meter manufacturer, overhauling/sundry credit of Rs. 70,660/-, bills, and ledger), and submissions made during hearings.

Relevant Legal Framework:

- HERC (Electricity Supply Code) Regulations, 2014 (as amended): Regulation 5.6 empowers the licensee to test any meter upon reasonable doubt regarding its accuracy. The consumer may also request testing. Proper procedures for handling defective/RNV meters, including reference to M&T Lab or manufacturer for retrieval of data/accuracy testing, and transparency in billing (average or load survey-based) must be followed. The licensee bears primary responsibility for ensuring meter accuracy and replacing defective meters.
- Principles of natural justice and previous directions of this office require complete disclosure of documents, opportunity to the Appellant to rebut the Respondents' evidence, and resolution of core issues concerning meter accuracy,

MDI reset anomalies, and documentary consistency (e.g., alleged post-facto alterations in MCO and timeline discrepancies around the 13.03.2024 deposit).

Prima facie, key aspects regarding independent verification of the accuracy of meter HRT38002 remain pending despite earlier directions. The overhauling based on load survey data and credit already given require further scrutiny in light of the Appellant's contentions.

Directions

1. The Respondents are directed to arrange for an accuracy test of the old meter (Secure Prodigy, Serial No. HRT38002) at the concerned M&T Lab of DHBVN or, if required, at the premises/lab of the meter manufacturer (Secure Meters). The test shall be conducted in the presence of the Appellant (or their authorized representative) as per relevant standards and procedures. The Respondents shall provide prior intimation of the date, time, and venue to the Appellant and this office.
2. The Respondents shall submit a detailed report on the outcome of the accuracy test, along with all supporting documents/test certificates, to this office and to the Appellant within 10 days i.e., by 16.07.2026.
3. Upon receipt of the above report, the Appellant shall be at liberty to file a rejoinder, if any, within the time to be specified by this office.
4. The parties are directed to cooperate fully in implementation of these directions. Any non-compliance shall be viewed seriously.

The matter is reserved for final orders after receipt of the above compliance and rejoinder (if any).

H. On 15.07.2026, respondent SDO has submitted as under:-

In the subject cited matter, it is intimated that as per interim order dated 7/7/26, meter in question was referred to M&T lab for accuracy check vide memo no 2266 dated 07/07/26 with intimation to complainant through telephonic as well as through email. Following observation has been given M&T lab vide memo no 531/MT-43 dated 11/7/2026 mentioned below-

"On checking, at the time of checking meter compared with Accu-Chek and meter found defective due to erratic behavior and different accuracy at different load . The applied current do not match with the meter display hence, meter become internally defective. Hence meter defective".

Further All other facts already provided in previous reply given by this office.
In view of above documents, it is submitted that the grievance of the consumer is already attended may kindly be closed please.

I. On 16.07.2026, appellant has submitted as under:-

Please refer to your office trailing email vide which the documents related to checking of accuracy and data downloaded of meter S. No. HRT38002 have been shared on 15-07-2026. From the perusal of the Joint Checking Report of the M&T Lab and Final Report of the meter, it is found that : -

1. The meter Serial No. HRT38002 has been tested at the M&T Lab and has been found defective due to erratic behaviour and inconsistent accuracy at different loads, as per Lab Memo No. 531/MT-43 dated 11.07.2026. Accordingly, the account is required to be overhauled on the basis of consumption of new meter as the meter had been recording excessive consumption from July 2022 to March 2024 in accordance with instructions of the Nigam/HERC Regulations.
2. The data downloaded of the meter is ditto same as was found earlier on 05-12-2025 as during the present testing/downloading no additional data could be downloaded. The load survey Report is blank as was fond earlier on 05-12-2025.

J. On 29.07.2026, respondent SDO has submitted reply which is as under:-

As per Consumer Grievance various issues raised in his complaint. As per grievance record has been checked and found following occurrence/ATR mentioned below:-

1. That, consumer meter replaced at site due to RNV status (MCO copy Attached as Annexure-1), hence the defective meter replaced from site on dated 30-03-2024 with new meter.
2. Being RNV meter (Serial No. HRT38002) the same referred to M&T Lab Hisar for retrieval of meter reading (Copy of M&T Lab Hisar report Attached as Annexure-2), However, as per M&T lab no reading retrieved.
3. In the mean team consumer submitted a request regarding generation of bill on Average basis being RNV meter. So, to address that grievance, meter sent to meter manufacturing company for retrieval of reading data, against which company supply Load survey data & as per Load survey data Reading & MDI retrieved (Load survey data received from Meter make company Attached as Annexure-3).
4. As per Final reading of Load survey data consumer account overhauled & a sum of Rs. 70,660/- found refundable, (Copy of Overhauling/sundry Attached as Annexure-4) & the same forwarded to CBO Wing for Audit & Approval purpose. Which was approved by the CBO wing and the same reflected in billing month of Nov-2025 (Bill for the month of Nov-2025 Attached as Annexure-5).
5. However, as per Temper/Load Survey data consumer account re-overhauled & a sum of Rs. 50,334/- found refundable, Attached as Annexure-6) & the

same forwarded to CBO Wing for Audit & Approval purpose. Which was approved by the CBO wing and the same reflected in billing month of Apr-2026 (Bill for the month of Apr-2026 Attached as Annexure-7).

6. In the subject cited matter, it is intimated that as per interim order dated 7/7/26, matter in question was referred to M&T lab for accuracy check vide memo no. 2266 dt. 7/7/26 (Annexure-11) with intimation to complainant through telephone as well as through email. Following observation has been given M&T lab vide memo no. 531/MT-43 dt. 11/7/2026 (Annexure-12) mentioned below-

   a) "On checking, at the time of checking meter compared with Accu-Chek and meter found defective due to erratic behavior and different accuracy at different load. The applied current do not match with the meter display hence, meter become internally defective. Hence meter defective.

   b) Further all other facts already provided in previous reply given by this office and also refund of Rs. 1,20,994/- (Annexure-13) already credited on consumer account as per lab report with duly auditing by CBO wing.

   c) Speaking order attached.

Furthermore, It is also mentioned here that the consumer account already overhauled as per Temper/Load Survey data, now there is no short coming in the bill of consumer. The copy of other relevant documents i.e. Consumer Ledger, M&P Report etc., attached as Annexure-08 to 09 for your ready reference please.

As per reply Hon'ble forum (CGRF) passed a Final Order dated 25.02.2026 (Copy attached as Annexure-10)

In view of above documents, it is submitted that the grievance of the consumer is already attended may kindly be closed please.

K. On 30.07.2026, respondent SDO has submitted that as per observations raised by Hon'ble commission the reply/submission on behalf of this office is as under:-

1. As per Lab report memo no 531/MT-43 Dated 11.07.2026, it is mentioned that the meter found defective due to erratic behavior and different accuracy at different load. It is brought to your kind notice that the account of consumer already overhauled as per Nigam Sales Circular D-07/2020 clause no 6.9.1 (1) (a), in which a sum of Rs. 1,20,994/- (Rs. 70,660.00 + Rs. 50,334.00) aggregate amount already adjusted in consumer billing.

2. Furthermore, it is also submitted that the above said amount refunded by the CBO wing after proper Audit and attached documents. It is also important to mention here that during billing month Sep-2022 (12238 KWH) attached as Annexure 1 & Oct-2022 (9641 KWH) attached as Annexure 2.

Whereas, during winter season the consumption of the meter decreases automatically, which proves that during summer season consumption of the meter increases at site and, during winter season the same decreases.

In view of above a speaking order passed by the undersigned in compliance with the Hon'ble commission order, in which all the facts mentioned in detail.

Hence, it is submitted that the consumer account already overhauled & grievance of the consumer is already attended w.r.t. Sales Circular D-07/2020 clause no 6.9.1 (1) (a), So it is requested grievance may kindly be closed as per above facts please.

Speaking Order

Memo No: 3231 **Date:** 30-07-2026

As per Appeal No 7 of 2026 w.r.t. Complaint of M/S Indus Towers Ltd, at Pillukhera District Jind & hon'ble HERC ombudsman email Dated 15/07/2026 at 01:07 PM following speaking orders passed as per available record & directions imparted by the hon'ble commission.

Facts of the Case

Before concluding the order the facts of the case is as under:-

M/s Indus Towers Ltd. Pillukhera, having an electricity connection in village Kalwa (Pillukhera), bearing A/c No 4713063000 under NDS category filed a complaint in Hon'ble forum CGRF accepted vide 245/CGRF/GGM/Forum-4975/GGM/2025.

Brief of Complaint & Reply submitted vide memo no 3010 dated 15.07.2026

As per Consumer Grievance various issues raised in his complaint. As per grievances made by the consumer record has been checked and found following occurrence/ATR mentioned below:-

1. That, consumer meter replaced at site due to RNV status, hence the defective meter replaced from site on dated 30-03-2024 with new meter.
2. Being RNV meter (Serial No. HRT38002) the same referred to M&T Lab Hisar for retrieval of meter reading. However, as per M&T lab no reading retrieved.
3. In the mean time consumer submitted a request regarding generation of bill on Average basis being RNV meter. So, to address that grievance, meter sent to meter manufacturing company for retrieval of reading data, against which company supply Load survey data & as per Load survey data Reading & MDI retrieved.
4. As per Final reading of Load survey data consumer account overhauled & a sum of Rs. 70,660/- found refundable, the same forwarded to CBO Wing for Audit & Approval purpose. Which was approved by the CBO wing and the same reflected in billing month of Nov-2025.

5. However, as per Temper/Load survey data consumer account re-overhauled & a sum of Rs. 50,334/- found refundable & the same forwarded to CBO Wing for Audit & Approval purpose. Which was approved by the CBO wing and the same reflected in billing month of Apr-2026.

Conclusion

However, meter again presented in the M&T lab for re-checking purpose in which lab report memo no 531/MT-43 Dated 11.07.2026 received. As per lab report, it is mentioned that the meter found defective due to erratic behavior and different accuracy at different load. It is brought to your kind notice that the account of consumer already overhauled as per Nigam Sales Circular D-07/2020 clause no 6.9.1 (1) (a), in which a sum of Rs. 1,20,994/- (Rs. 70,660.00 + Rs. 50,334.00) aggregate amount already adjusted in consumer billing.

Finally, it is concluded that the above said account already overhauled 02 times and applicable amount already refunded after proper Audit by CBO wing. It is also important to mention here that during billing month Sep-2022 (12238 KWH) attached as Annexure - 1 & Oct-2022 (9641 KWH) attached as Annexure - 2 consumption recorded by the consumer meter. Whereas, during winter season the consumption of the meter decreases automatically, which proves that during summer season consumption of the meter increases at site and during winter season the same decreases.

In view of above facts, it is submitted that the consumer account already overhauled & grievance of the consumer is already attended w.r.t. Sales Circular D-07/2020 clause no 6.9.1(1)(a). So, it is requested grievance may kindly be closed as per above facts please.

L. On 03.08.2026, appellant has submitted 2nd rejoinder in response to the communication of the Respondent SDO received on dated: 30-07-2026 vide Memo No. 3230 as below: -

Earlier the Respondent SDO had submitted the communication vide his office Memo No. 3206, Dated: - 29/07/2026 through email on the same date. The reply to the above-mentioned date was reverted back to the Respondent SDO on the same day as given below: -

1. Duly audited calculation sheet clearly showing the exact quantum of relief (amount payable or chargeable to the consumer) after considering the lab report as directed by the Electricity Ombudsman in its Email Dated: 15-07-2026 is neither provided nor attached with your office Memo Number referred to above.
2. All Annexures as mentioned in your office Memo Number referred to above are not attached i.e. Annexures B to 13 are not found.
3. There is mention in para 6 (b) in the Respondent office Memo Number referred to above that, "refund of Rs. 1,20,994/- (Annexure-13) already credited on consumer account as per lab report with duly auditing by CBO wing." As earlier informed although Annexure-13 is not found in the Memo Number referred to above, the

adjustment of Rs. 1,20,994/- (Rs. 70,660 + Rs. 50,334) was already done by the office of Respondent office, before the present Lab Report in which the meter has been declared defective, the above facts and figures have already been provided in your office Memo No. 1849 dated 12.06.2026. The copy of the same is attached for ready reference.

4. No action has been taken on the basis report of Lab Report vide SDO M&T Lab DHBVN Hisar Memo No. 531/MT-43, Dated: 11.07.2026 despite of clear cut directions given by Electricity Ombudsman Haryana in its Email Dated: 15-07-2026. The copy of the above-mentioned email is attached as Annexure- B-1.

It is reiterated and brought to the kind notice of Electricity Ombudsman no action has been taken by the Respondent SDO on the Lab Report vide SDO M&T Lab DHBVN Hisar Memo No. 531/MT-43, Dated: 11.07.2026 and specific instructions given and directed by the Electricity Ombudsman in its Email Dated: 15-07-2026. It is pointed out that the action and the adjustment of Rs. 1,20,994/- (Rs. 70,660 + Rs. 50,334) was already done by the office of Respondent office, before carrying out the Accuracy Check Test and Receipt of the M&T Lab Report referred to above.

Moreover, the calculation sheets and details of the adjustment of Rs. 1,20,994/- (Rs. 70,660 + Rs. 50,334) have not been provided to us despite of persistent requests by us.

No relief (amount payable or chargeable to the consumer) given by the Respondent SDO after considering the Lab report wherein the meter has been found defective due to erratic behavior and different accuracy at different load in accordance with the HERC Supply Code Regulation 29/2014 under Section 6.9.

It is therefore prayed that the Respondents may be directed to give relief to us on the basis of SDO M&T Lab DHBVN Hisar Memo No. 531/MT-43, Dated: 11.07.2026, wherein the meter has been found defective in accordance with the HERC Supply Code Regulation 29/2014 under Section 6.9.

M. Hearing in the above matter was held on 03.08.2026 as scheduled. The Appellant appeared in person and the Respondents participated through Video Conferencing. Both sides were heard.

This office notes with concern the manner in which the matter has been handled by the Respondent SDO/OP, Pilukhera. Despite the meter (Secure Prodigy, Serial No. HRT38002) having been declared defective by the M&T Lab, DHBVN, Hisar vide Memo No. 531/MT-43 dated 11.07.2026 on account of erratic behaviour and inconsistent accuracy at different loads, and notwithstanding the clear directions issued by this office (including the email dated 15.07.2026), the Respondents continue to rely upon the earlier overhauling calculations carried out on the basis of load-survey data prior to the said laboratory finding.

The relevant regulatory framework is unambiguous. Regulation 5.6 and the provisions relating to defective/RNV meters under the HERC (Electricity Supply Code) Regulations, 2014 (as amended), read with the applicable Sales Circulars of the licensee, require that once a meter is found defective, the account of the consumer is to be overhauled on the basis of the consumption recorded by the new meter installed at the premises, subject to the prescribed limitations and after due audit.

In the present case, the old meter was replaced on 30.03.2024. A sum of Rs. 1,20,994/- (Rs. 70,660/- + Rs. 50,334/-) had earlier been credited on the basis of load-survey data. That credit was effected before the laboratory declaration of defectiveness. The laboratory report dated 11.07.2026 now necessitates a fresh and independent overhauling in accordance with the prevailing instructions of the Nigam/licensee.

Directions

1. The Respondents are directed to overhaul the account of the consumer (Account No. 4713063000) strictly on the basis of the consumption recorded by the new meter installed at the site, in accordance with the HERC (Electricity Supply Code) Regulations, 2014 (as amended) and the applicable instructions of the licensee.
2. The overhauling calculation shall be got audited by the competent audit wing of the Respondent Nigam within a period of five (5) days from the date of this order.
3. A detailed compliance report, together with the audited calculation sheet clearly showing the quantum of relief (amount payable or chargeable), supporting documents and the relevant ledger entries, shall be submitted to this office and simultaneously furnished to the Appellant within the same period of five days.
4. The parties shall extend full cooperation in the implementation of these directions. Any non-compliance shall be viewed seriously.

The matter stands adjourned to **11.08.2026** at 11:00 A.M. to be heard through Video Conferencing, as requested by the Respondents, subject to prior compliance with the directions issued herein and those already conveyed vide email dated 15.07.2026.

The interim order is passed without prejudice to the rights and contentions of either party on merits.

N. On 07.08.2026, respondent SDO has submitted calculation of account overhauled and sent to CBO for approval.

O. On 10.08.2026, appellant has submitted as under:-

Please refer to your office attached document, wherein Rs.586530 have been adjusted on account of declaration of meter defective by the M&T Lab DHBVN Hisar.

But, surcharge accrued has not been adjusted/refunded. It is therefore requested that the surcharge accrued may be refunded/adjusted as per the instructions of Nigam/HERC Regulations.

P. Hearing in the above-captioned appeal was held on 11.08.2026, as scheduled. Both parties were heard through Video Conferencing.

At the outset, the Respondent SDO/OP, Pillukhera, submitted that the principal account of the consumer (Account No. 4713063000) has been overhauled on the basis of the three billing cycles recorded by the new meter installed at the premises, in accordance with the instructions of the Nigam presently in force and the directions issued by this Forum vide interim order dated 03.08.2026.

The Appellant contended that the final electricity bill, after due adjustment of surcharge as well, ought to be communicated in its entirety. The Respondent SDO stated that the surcharge component has also been worked out; however, the necessary accounting entries would be effected only after approval of the sundry in respect of the principal amount (excluding surcharge).

This Forum has taken serious note of the fact that an unsigned and unaudited sundry was earlier placed on record. Having regard to the discussions that ensued and the need to ensure strict compliance with the Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014 (as amended from time to time), the applicable Sales Circulars of the licensee, and the earlier directions of this Forum (including those contained in the interim order dated 03.08.2026 and the email dated 15.07.2026), the following directions are issued:

1. The Respondent SDO/OP, Pillukhera, shall prepare a complete and accurate sundry adjustment covering both the principal amount and the surcharge component arising from the overhauling of the consumer's account on the basis of the consumption recorded by the new meter.
2. The said sundry shall be subjected to independent scrutiny and verification by:
   (a) the office of the Chief Auditor through the concerned Local Internal Audit Party; and
   (b) the Commercial Back Office (CBO) of the Nigam.

3. The Audit Party and the Commercial Back Office are specifically directed to examine the overhauled account strictly in accordance with Regulation 5.6 and the related provisions of the HERC (Electricity Supply Code) Regulations, 2014 (as amended), together with the applicable instructions of the licensee, before finalising the figures of principal amount as well as surcharge.
4. The duly audited and approved copies of the sundry (covering both principal and surcharge), along with supporting calculation sheets, ledger entries and relevant documents, shall be submitted by the Respondent SDO to this Forum on or before 17.08.2026. A copy of the same shall simultaneously be furnished to the Appellant.

5. No further extension on any ground, including operational constraints relating to the billing binder or any other administrative pretext, shall be entertained. The matter has already been prolonged sufficiently, and strict adherence to the timeline is mandated.

The parties are directed to extend full cooperation in the implementation of these directions. Any non-compliance shall be viewed seriously.

The matter stands reserved and decision will be pronounced after receipt of the audited and approved sundry.

Q. On 27.08.2026, respondent SDO has submitted screenshot of the amount approved by CBO.

DECISISON

1. The present appeal was preferred by the Appellant against the order dated 25.02.2026 passed by the Consumer Grievance Redressal Forum (CGRF), DHBVN, Gurugram in Case No. 4975/2025, relating to the overhauling of electricity Account No. 4713063000 (NDS category) maintained at village Kalwa under Operation Sub-Division, DHBVN, Pillukhera, District Jind, consequent upon the meter installed at the premises having been declared defective by the M&T Lab, DHBVN, Hisar vide Memo No. 531/MT-43 dated 11.07.2026.
2. During the pendency of the appeal, this Forum, vide its interim orders dated 03.08.2026 and 11.08.2026 and its communication dated 15.07.2026, directed the Respondents to overhaul the account of the consumer strictly on the basis of the consumption recorded by the new meter installed at the premises, in accordance with Regulation 5.6 and the allied provisions of the Haryana Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2014, as amended from time to time, read with the applicable instructions/Sales Circulars of the licensee, and to submit a duly audited sundry adjustment covering both the principal amount and the surcharge component.
3. In compliance with the aforesaid directions, the Respondent SDO/OP, Pillukhera has submitted a detailed calculation, duly audited by the competent audit wing, comprising the principal amount as well as the surcharge component. As per the said audited calculation, an aggregate amount of Rs. 4,98,645/- has been found adjustable in favour of the consumer, and a negative sundry of the corresponding amount is being posted in the account of the consumer.
4. It is further noted that the Audit wing of the Nigam had, in the course of scrutiny, raised a query regarding overhauling of the consumer's account for a period exceeding one year. Upon consideration, and in order to leave no ambiguity in the implementation of this order, this Forum had required the Appellant to submit the requisite documents in unequivocal terms vide email and otherwise. The appellant failed to provide sufficient documents as claimed in support of his claim. In terms of the regulatory framework and the instructions of the licensee presently in force,

the overhauling stands confined to a period of one year, and not the entire period from 08/2022 to 03/2024 as sought by the Appellant. The audited calculation referred to above has accordingly been prepared on that basis, and the Appellant is at liberty to avail such remedies as are permissible in law, should it be aggrieved by the said limitation.

5. Having regard to the fact that the adjustable amount is substantial in comparison to the monthly consumption of the Appellant, and in the interest of justice and fair play, this Forum considers it appropriate, in exercise of its powers under the HERC (Forum and Ombudsman) Regulations, 2020, as amended from time to time, to direct refund of the said amount to the Appellant in the manner set out below.

Directions

6. In view of the foregoing, the following directions are issued:

(a) The Respondents shall refund to the Appellant the sum of Rs. 4,98,645/- (Rupees Four Lakh Ninety-Eight Thousand Six Hundred Forty-Five only), by way of cheque or such other mode of payment as may be opted for by the Appellant, so that the Appellant is in a position to make timely payment of its current consumption bills from time to time.

(b) The Appellant shall, within seven (7) days from the date of issue of this order, file a formal application before the Respondent SDO/OP, Pillukhera, furnishing complete details of the bank account into which the said amount is to be credited, together with the preferred mode of payment.

(c) Upon receipt of the said application, the Respondents shall, after following the due procedure prescribed by the Nigam, credit/remit the refund amount to the Appellant within fifteen (15) days.

(d) In the event the refund is not effected within the aforesaid period of fifteen (15) days, the Appellant shall be entitled to interest on the unpaid amount at the SBI Fixed Deposit rate plus two per cent (2%) for the period of delay, computed from the date the amount fell due till the date of actual credit, in terms of the HERC (Forum and Ombudsman) Regulations, 2020, as amended from time to time.

(e) In the alternative, should the Appellant so elect, the account of the consumer shall continue to be maintained with the negative billing consequent upon the posting of the aforesaid sundry, and the subsequent energy bills shall be treated as already paid until the negative credit so posted stands fully exhausted.

(f) The Respondents are directed to exercise due care and diligence in handling consumer grievances and to ensure strict and timely compliance with the interim directions passed by this Forum, so as to subserve the interest of justice and to avoid penal consequences for non-compliance in terms of Regulation 3.26 of the HERC (Forum and Ombudsman) Regulations, 2020.

7. This Forum also places on record its displeasure at the manner in which the matter was dealt with by the CGRF, DHBVN, Gurugram, which disposed of the consumer's grievance without examining the factual matrix of the case and without having the meter tested, notwithstanding the Appellant's specific plea in that regard. The CGRF is expected to discharge its statutory functions under the HERC (Forum and Ombudsman) Regulations, 2020 with the seriousness that the redressal of consumer grievances demands.

The appeal is accordingly disposed of in the aforesaid terms, with no order as to costs.

Both the parties to bear their own costs. File may be consigned to record.

Given under my hand on 02.09.2026.

(Rakesh Kumar Khanna)
Dated:02.09.2026 **Electricity Ombudsman, Haryana**

CC:
Memo No.2090-96/HERC/Appeal No. 7/2026 **Dated: 02.09.2026**
To

1. M/S Indus Towers Ltd. Bestech Business Towers, Tower A, Industrial Plot No.1, Phase-9, Sector-66, SAS Nagar (Mohali), Punjab-160059 (Email P-GK.NANDAN@INDUSTOWERS.COM)
2. The Managing Director, DHBVN, Hisar (Email md@dhbvn.org.in).
3. Legal Remembrancer, Haryana Power Utilities, Panchkula (Email lr@hvpn.org.in).
4. The Chief Engineer Operation, DHBVN, Hisar (Email ceophisar@dhbvn.org.in).
5. The SE/OP Circle, DHBVN, Jind, Haryana (Email seopjind@dhbvn.org.in)
6. The XEN/OP Division, Safidon DHBVN, Jind, Haryana (Email xenopsafidon@dhbvn.org.in)
7. SDO/OP, Sub Division, J23-Pilukhera, DHBVN, Safidon, Haryana (Email sdooppillukhera@dhbvn.org.in)