



(Regd. Post)

Appeal No. : 8 of 2026
Registered on : 01.04.2026
Date of Order : 16.07.2026

In the matter of:

Appeal against the order dated 11.02.2026 passed by CGRF, UHBVN Panchkula in case No 200 of 2025

Shri Nitesh, Tilbury Auto, 128, HSIIDC Rohtak
Versus

Appellant

1. The XEN/OP City Division, UHBVN, Rohtak
2. SDO/OP, Industrial Area Sub Division, UHBVN, Rohtak

Respondent

Before:

Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:

Shri Nitesh Jain

Present on behalf of Respondents:

Shri Ravinder Malik, Xen

Shri Shivam, SDO

ORDER

A. Shri Nitesh, Tilbury Auto, 128, HSIIDC Rohtak has filed an appeal against the order dated 11.02.2026 passed by CGRF, UHBVN, Panchkula in case no. 200 of 2025. The appellant has submitted as under: -

With due respect I wish to say that we have filed a complaint in cgrf forum in August-2025, but result came and order attached with this mail for your reference. For wrong service connection charges deposited by the SDO Ind. Sub division Rohtak at the time of new connection having in LT category with 50 kw load.

Followings points to reconsider that's why we are Appealing to Electricity Ombudsman (HERC) Panchkula. Hope we get proper justice or solution from your team.

1.) As our main subject is that we have deposited service connection charges at the time of new connection having amount Rs 1.0 lacs on demand notice by SDO manually Rohtak whereas online portal of new connection is not showing any type of this demand in HSIIDC area. We came up to know during time period 2010-2022 they have not taken any service connection charges for the new connection as well extension of load in the same area. Moreover, IMT Rohtak still not demanding any type of these charges till today. Also, as per list provided by SDO over mail during time period 2022-2025 not demanded or deposited any these charges from consumers as it should be noticed to that. And hence we have requested these to CGRF against these charges but they have biased against us without any kind of discussion to us as their regular practise is still kind of hearing in Rohtak department, but decision is given straight away without any consent...

In CGRF report, SDO defined that these service charges are taken after 2013 circular no.SI-03/2013 But why they have not taken after 2013 onwards and but they have taken after 2022. Why they have not taken during time period from 2013-2022, if you have to take these charges then why these charges are not taken in this period, resulting huge loss to your department.

And they have started taken these charges after 2022, what kind of circular has been issued in 2022 under which these charges taken by the department, we still not find any kind of circular from the department..??

- 2.) It was completely biased order passed by cgrf forum as we are fighting from last 6-7 months but it came to light straight away against us without any discussion or meeting that is regularly held on Rohtak on regular basis time to time by team. But decision is given straight away without any discussion or points to discuss with us.
- 3.) When we demanded list of consumers that have taken connection after 2022 from SDO, we get a reply having list of consumers who have taken new/extended connection but they have not deposited the charges, but when I filed a complaint in cgrf forum the list provided by sdo who didn't deposited the charges. It means if I don't file a complaint then lots of consumers have satisfied their personal interest to SDO so by giving them in relief by not depositing the charges that is totally unbiased. Either it should deposited by all or not by all. It should not by personal interest of department member pick up theory. Also the list is attached too for your reference. If you see the time when they have taken the connection and we came to know till today no order is passed to that consumers for depositing the charges. That results in huge loss of revenue and interest if you calculate from that date of connection.
- 4.) Also the request provided by SDO is incomplete, I request you forum to provide the complete list of consumers after that you will get to know the exact scenario of the problem.
- 5.) Also, As per your memo no U-31/2010 AND U-03/2013. Charges you have defined are applicable if your read that circular. Then why during 2013-2020 you have not demanded the same charges and why after 2022. If you rethink it twice that means it was huge loss of revenue to Electricity department.
- 6.) And still in IMT region (Rohtak) charges are not levied till today ..Still not a get a reply from the department.

I request you this forum, these charges are completely illegally deposited by Rohtak team department by scolding us if not deposited then your connection will not install. Also, please look into this matter seriously as many department members by their personal interest they have the choice whether the charges are to be deposited or not.

The order passed by CGRF forum is completely biased, that reflects the both teams are gel up together to lay down the consumer voice.

So, I request you to look into this matter and humbly requested to refund my amount Rs 1.0 lacs with Interest applicable.

- B.** The appeal was registered on 01.04.2026 as an appeal No. 8 of 2026 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 27.04.2026.
- C.** The hearing in this matter was held today i.e. on 06.05.2026 as re-scheduled and was attended by the Respondent SDO (OP) Industrial Area Sub-Division, UHBVN, Rohtak, and Sh. Ashok Jain, father of the Appellant.

During the course of hearing, the Appellant submitted that the replies filed by the Respondents vide Memo No. 788 dated 06.05.2026, along with the letter of SE (Operation) Circle, UHBVN, Rohtak bearing Memo No. Ch-127/SE/CGRF/PKL/2025 dated 23.12.2025, the letter of SE (Commercial), UHBVN, Panchkula bearing Memo No. Ch-10/TR-90/SCC/4/CE/C-I dated 04.12.2025, and the letter of XEN (Operation) City Division, UHBVN, Rohtak bearing Memo No. Ch-102/ISC/I/Area dated 26.08.2022, are not based on complete facts and the available record. It was contended that the Respondent Department has till date failed to clearly demarcate and delineate the specific areas where the entire electrical infrastructure - including creation of sub-stations, HT/LT lines, and DTFs - has been developed and maintained by HSIDC as against those areas developed and maintained by UHBVN/HVPNL.

The Appellant further submitted that Service Connection Charges (SCC) were not being levied in the area prior to 2022, and the demand was raised selectively only after the filing of the complaint before the Corporate CGRF. It was pointed out that as many as 11 cases in the Operation City Division, UHBVN, Rohtak (falling under Industrial Sub-Division No. 1 and Sub-Division No. 3, and possibly other sub-divisions) were charged only after the matter was raised before the CGRF. The Appellant emphasized the lack of transparency and consistency in the application of Sales Instructions/Circulars No. 31/2010 and 03/2013, and highlighted that even where a sub-station may have been initially developed by HSIDC, the feeding arrangement is provided by the transmission licensee (HVPNL).

The Appellant expressed strong dissatisfaction with the replies submitted by the Respondents before the CGRF and the subsequent order dated 11.02.2026, stating that the matter was not examined in depth with reference to the aforementioned Sales Instructions.

In response, the Respondent SDO was called upon to explain, with supporting documentary evidence, the basis on which electrification works (including commissioning of sub-stations, erection of 11 kV HT lines, LT lines, and installation of distribution transformers) were executed by UHBVN/HVPNL instead of HSIDC in

the specific pockets where SCC is being demanded, while being exempted in other HSIDC areas. The Respondent was unable to produce concrete, area-specific documentary evidence, estimates, or commissioning records before the Forum during the hearing. It was also admitted that certain sectors discussed pertain to other sub-divisions.

Upon consideration of the submissions made by both parties, the documents on record, and the clarifications sought during hearing, this Authority observes that the Respondent Nigam does not appear to possess clear, unambiguous, and area-specific documentary evidence to determine:

- a) Which specific HSIDC sectors/areas have been fully developed and maintained by HSIDC; and
- b) Which areas have been developed and are being maintained by UHBVN/HVPNL.

This lack of clarity has resulted in inconsistent application of Service Connection Charges, selective recovery, and avoidable litigation. The online New Connection Portal of UHBVN also fails to incorporate area-specific logic based on the Sales Instructions, leading to manual demands and disputes.

It is noted that the letter of SE (Commercial) dated 04.12.2025 itself acknowledges past complaints on this very issue, indicating that the matter required proactive resolution through proper mapping and notification of areas, which was not done.

In the interest of justice, transparency, and proper implementation of the relevant Sales Instructions/Circulars, the following directions are issued:

Directions:

1. The XEN (Operation) concerned, under the supervision of SE (Operation) Circle, UHBVN, Rohtak, shall conduct a thorough investigation and prepare a detailed report clearly identifying the electrical infrastructure (sub-stations, HT/LT lines, DTFs, etc.) developed and maintained by HSIDC versus that developed and maintained by UHBVN/HVPNL in the HSIDC Industrial Areas falling under the jurisdiction of Industrial Area Sub-Division and Operation City Division, Rohtak. The report shall be supported by relevant documents, estimates, commissioning records, and demarcation of areas.
2. The Commercial Wing of UHBVN shall, in consultation with HSIDC, HVPNL, and the Operation Wing, notify the respective areas where Service Connection Charges are payable or not payable, based on documentary evidence. A copy of such notification shall be forwarded to all concerned field offices.
3. The SE (Projects/IT) shall upgrade the UHBVN online New Connection Portal to incorporate area-specific logic so that Service Connection Charges are either auto-applied or auto-exempted as per the notified areas, in line with Sales Instructions No. 31/2010 and 03/2013.

4. The clarification issued vide Memo No. Ch-10/TR-90/SCC/4/CE/C-I dated 04.12.2025 shall be further elaborated with clear area-wise demarcation after holding a high-level meeting with officers of HSIDC, HVPNL, and UHBVN.

The above compliances shall be carried out expeditiously and in any case on or before 10.06.2026. A copy of the detailed reply/compliance report shall be forwarded to the Appellant on or before 11.06.2026 to enable the Appellant to file a rejoinder, if any.

The next date of hearing is fixed for 16.06.2026 at 11:00 AM in the office of the Electricity Ombudsman, Haryana, Ground Floor, Bays No. 33-36, Sector-4, Panchkula-134109. It is expected that the Respondent Nigam treats the genuine concerns raised by the Appellant with due seriousness, as the issues pertain to transparency, consistency in application of Nigam instructions, and ease of doing business for industrial consumers.

- D.** The respondent SDO vide email dated 06.05.2026 has submitted reply, which is as under:

In this regard it is submitted that M/s Tilbury Auto has filed appeal against the orders of Corporate CGRF UHBVN Panchkula 11.02.26 in their matter.

M/s Tilbury Auto is basically contesting against the Service Connection Charges levied in HSIIDC Area under Subdivision Industrial Area UHBVN Rohtak. On UHBVN Portal when consumer selects HSIIDC in their application Service Connection charges are not picked by default. While these charges are being recovered manually through a manual notice. Same were paid by M/s Tilbury against their application no. R44-724-172 for Rs. 1,00,000.

Corporate CGRF UHBVN Panchkula heard the matter and replies of SE Operation Circle UHBVN Rohtak and SE Commercial Panchkula were also brought up on record.

After examining the reply of this office, the record available on the file and hearing both the parties, the Forum observed that as per advice of SE/ Commercial, UHBVN, Panchkula as well as further corroborated by S.E. (OP) Circle, UHBVN, Rohtak vide Memo. No. Ch. 127/SE/CGRF/PKL/2025 Dated 23.12.2025 that Maintenance and up-gradation of HSIIDC under S/Divn., Industrial Area is done by UHBVN/HVPNL e.g. installation of 33 KV IDC-II is done by UHBVN against Bid B-655 and for up-gradation of 132 KV HSIIDC, Rohtak. HVPNL is doing all the work. It is also submitted that HSIIDC is not maintaining the required electrical infrastructure nor creating additional infrastructure, therefore, Services Connection Charges are payable. The forum considered of opinion that the Service Connection Charges become rightly chargeable from the applicant.

Copy of order of CGRF and all other relevant letters are enclosed herewith for kind information and necessary action please.

- E.** On 10.06.2026, XEN (OP) City Divn, UHBVN, Rohtak has submitted detailed report in respect of electrical infrastructure developed and maintained by HSIIDC versus developed and maintained by UHBVN/HVPSNL in the HSIIDC industrial area falling under the jurisdiction of Sub Division Industrial area and operation City Division, Rohtak, against Appeal No. 8 of 2026. Which is as under:-

Kindly refer to your good office memo no. 436-44/EO/HERC/Appeal No. 8/2026 dated 07.05.2026. Enclosed please find herewith the subject cited report alongwith the report submitted by SDO (OP) S/Divn I/Area, UHBVN, Rohtak vide memo no. 965 dated 29.05.2026, submitting for further necessary action please.

“Investigation and detailed report in respect of electrical infrastructure developed and maintained by HSIIDC versus developed and maintained by UHBVN/HVPSNL in the HSIIDC industrial area falling under the jurisdiction of Sub Division Industrial area, Rohtak and IMT (HSIIDC) under Sub Division No.1, Rohtak under operation City Division, Rohtak.

With due respect, it is submitted that in the appeal case no. 8 of 2026, registered on 01/04/2026 in the name of appeal against the order dated 11/02/2026 passed by Hon'ble CGRF, UHBVN, Panchkula and on the date of hearing on dated 06/05/2026 it was directed to undersigned to submit a thorough investigation and to prepare detail report in respect of electrical infrastructure developed and maintained by HSIIDC versus developed and maintained by UHBVN/HVPSNL in the HSIIDC industrial area falling under the jurisdiction of Sub Division Industrial Area, Rohtak under operation City Division, Rohtak, which is as under :-

From the available records, it was found that HSIIDC had acquired about 149 acres of land on Rohtak-Hisar road Vill- Kutana for purpose of developing an integrated industrial pocket and covered out about 269 plots of various sizes for developing industries of different hues. The detail of plots and loads as 15610kW and after considering diversity factor i.e. 1.6, the final load calculation comes as 12195.3kW, say 12MVA.

The HSIIDC has allotted 6.6 acres of land to HVPSNL for construction of 132kV Sub Station for feeding power to HSIIDC industrial area Vill- Kutana, Hisar Road Rohtak and erected HT & LT lines in front of plots of size 450 sq. Mtr. and less and only HT lines in front of plots sizes above 1012.5 sq. Mtr as it is envisaged that their load requirement will be more than 70 kw and installed only 4 No's 630 kVA transformers. After that no any infra work was created/developed by HSIIDC and further erection of new HT < lines, installation of transformers are being developed and maintained by UHBVN.

(A). Detail of electrical infrastructure (substation, HT/LT lines DTFs, etc.) developed and maintained by HSIIDC versus that developed and maintained by UHBVN/HVPNL in the HSIIDC industrial area falling in the jurisdiction of Sub Division Industrial Area UHBVN, Rohtak: -

1. Creation of 132kV substation: - As per available records on file, 132kV substation was developed and maintained by HVPNL however land was provided by HSIIDC.
2. Creation of 33kV substation: - 33kV substation IDC 1 and IDC 2 developed and maintained by UHBVN
3. HT lines: - 5.44 km.
4. LT line: - 1.47 km.
5. DT: - only 4 No. 630kVA and 4 No. 25kVA transformers had been installed by HSIIDC and rest of the transformers had been installed and maintained by UHBVN.

Detail abstract is as below:-

Area/Infra developed by HSIIDC	Area/Infra developed by HVPNL	Area/Infra developed by UHBVN
In initial stage, some HT and LT lines erected by HSIIDC HT line = 5.44 Km. LT line = 1.47 Km Transformers: 630kVA = 4 No. 25kVA = 4 No.	132kV S/Stn. created by HVPNL, land provided by HSIIDC Providing additional Power T/F 40/50MVA 132/33kV is in progress	33KV IDC-1 created by UHBVN 33KV IDC-2 created by UHBVN HT Line erected = 3Km. LT line erected = 4.5Km. Transformers: 25kVA = 2 No. 63kVA = 24 No. 100kVA = 2 No. 200kVA = 16 No.

HSIIDC is not maintaining and developing any infrastructure in HSIIDC (Hisar Road) area under industrial area sub division. Further UHBVN and HVPNL are maintaining the required infrastructure and also creating infrastructure for release of connection and meeting demand of consumers in HSIIDC area under industrial area sub division, Rohtak. It is further added that 33kV IDC-2 power house along with 11kV feeders, all are being created and maintained by UHBVN. Out of load demand of 12MVA, HSIIDC had provided only 2.5MVA load and rest of the load is created and maintained by UHBVN.

(B) Detail of electrical infrastructure (substation, HT/LT lines DTFs, etc.) developed and maintained by HSIIDC versus that developed and maintained by UHBVN/HVPNL in the HSIIDC industrial area falling in the jurisdiction of Sub Division No.1, UHBVN, Rohtak under same division:-

It is submitted that all the infrastructure including creation of 132kv substation, 33kv substation, 11kV feeders, DT's etc are being created by HSIIDC. UHBVN is not creating any infrastructure in IMT Rohtak (under HSIIDC).

Detail abstract is as below:-

Area/Infra developed by HSIIDC	Area/Infra developed by HVPNL	Area/Infra developed by UHBVN
132kV S/Stn. IMT (constructed and handed over to HVPNL) 33kV S/Stn IMT (constructed and handed over to UHBVN) 11kV Feeders = 91.17 Km. LT line = 14.6Km. Transformers: 25kVA = 19 No. 63kVA = 12 No. 100kVA = 2 No. 200kVA = 53 No.	132kV substation running and handling by HVPNL	33kV substation running and handling by UHBVN

Report is submitted for information and further necessary action please.

F. The hearing in this matter was held on 16.06.2026 as scheduled through Video Conferencing.

During the hearing, it was specifically enquired from the Respondents whether a copy of the detailed report/reply, as directed in the interim order dated 06.05.2026, had been provided to the Appellant. The Appellant categorically denied having received any such copy. The representative of the Respondents was unable to provide any satisfactory explanation for this blatant non-compliance with the clear and unambiguous directions issued by this Authority.

It is a matter of serious concern that despite explicit directions in the interim order dated 06.05.2026, the Respondents have failed to comply with the timelines and procedural requirements. Neither the XEN (OP) City Division nor the SDO (OP) Industrial Area Sub Division deemed it fit to appear before this quasi-judicial forum constituted under the Electricity Act, 2003. Instead, a Junior Engineer (Sh. Amarjeet Dangi) attended the hearing, who was neither conversant with the facts of the case nor authorized to make any meaningful submissions. This casual approach is highly deplorable and reflects poorly on the Respondents' seriousness towards the proceedings.

The Electricity Ombudsman expresses strong displeasure over the deliberate non-appearance of the concerned officers (XEN and SDO) and the failure to furnish the compliance report to the Appellant within the stipulated time. Such conduct undermines the authority of this forum and causes unnecessary delay in the adjudication of the matter.

Directions:

1. The SDO (OP), Industrial Area Sub Division, UHBVN, Rohtak, is hereby directed to immediately provide a copy of the detailed report/reply (along with all supporting documents) to the Appellant within five (5) days from the date of

issuance of this order, without seeking any further extension or raising any excuses. This will enable the Appellant to file a rejoinder, if so desired.

2. The XEN (OP) City Division, UHBVN, Rohtak, shall personally furnish his stand/affidavit on the reasons for non-compliance with the directions contained in the interim order dated 06.05.2026 and explain the absence of senior officers from the hearing. The same shall be filed before this Authority within the same timeline of five (5) days.
3. The detailed report as originally directed in the interim order dated 06.05.2026 must be finalized and submitted in complete compliance with all requirements mentioned therein. Any further delay will be viewed seriously.

The next date of hearing is fixed for 07.07.2026 at 11:00 AM in the office of the Electricity Ombudsman, Haryana. All concerned officers are directed to appear in person on the next date of hearing. Failure to comply with these directions or non-appearance shall invite appropriate action under the relevant provisions of law.

It is expected that the Respondents will treat the directions of this Authority with the seriousness they deserve, uphold principles of transparency, and ensure ease of doing business for industrial consumers.

G. On 19.06.2026, XEN (OP) City Divn, UHBVN, Rohtak has submitted Compliance of Interim Order which is as under: -

Kindly refer to your good office memo no. 1027-35/EO/HERC/Appeal No. 8/2026 dated 16.06.2026.

Enclosed please find herewith an affidavit of XEN (OP) City Division UHBVN, Rohtak in compliance of interim order received with above referred memo.

It is submitted for your kind information please.

"I, Ramender Malik, XEN 'Op.' Div. City, UHBVN, Rohtak, do hereby solemnly affirm and declared as under:-

1. That SDO 'Op.' Sub Division Industrial Area, Rohtak was directed to supply the detail report/reply (along with all supporting documents) to the applicant and he had supplied the same through email to tilbury.ind@gmail.com on dated 19.06.2026 at 11:26 a.m.
2. That the detailed report was prepared as per interim order and supplied to the Hon'ble office of the electricity Ombudsman, Haryana on dated 10.06.2026. On date of hearing 16.06.2026, undersigned was suffering from throat infection with fever, so could not attend the hearing. Also SDO 'Op.' Sub Division Industrial Area, Rohtak applied for leave on ground of family reason and did not intimate regarding hearing.
3. That undersigned will take proper care in future and this type of errorness will not be repeated in future.

- H.** On 30.06.2026, XEN 'Op.' Div. City, UHBVN, Rohtak vide his office memo no. Ch-94 / 132 KV HSIIDC Dated 30.06.2026 has sent a letter to SE/OP Circle, UHBVN, Rohtak with a copy to Electricity Ombudsman regarding Old IDC and New HSIIDC (alias I.E. Kutana Area) under SDiv. IA Rohtak which is as under:-

As discussed in virtual meeting held on 22.06.2026 under chairmanship of the C.E. Commercial, UHBVN, Panchkula, it was desired to clearly and bifurcate Old IDC and I.E. Kutana, i.e. Industrial Area under I/Area subdivision Rohtak and submit details. In continuation to earlier reports submitted by undersigned and SDO (OP) I/Area UHBVN, Rohtak following is submitted:

Old IDC:

It was developed before year 2010 and was electrified by UHBVN. It included 33kV S/Stn. IDC-1, HT/ LT Lines, Distribution network of the area etc.

I.E. Kutana (alias New HSIIDC Area):

1. 132kV S/Stn. HSIIDC was developed by HVPNL for which land procured by HSIIDC and handed over to HVPNL.
2. HT/LT Lines, some Distribution T/Fs, around the year 2010 were created by HSIIDC.
3. For small connections, 4 no. 630kVA T/Fs, 4 no. 25kVA T/Fs for street light and some 200kVA T/Fs were installed by HSIIDC.
4. After that all T/Fs of capacity 200kVA (apprx.2No.), 100kVA (3no.), 63kVA (24 no.), 25kVA (2no.) in the area for release of connection were and are being installed by UHBVN.
5. Bifurcation/upgradation and maintenance of HT/ LT lines and distribution network is being done by UHBVN.
6. New S/Stn. i.e. 33kV IDC-II, to cater load of area (including area of I.E. Kutana) is created by UHBVN.
7. Additional T/F of 132/33kV to cater load of area (including area of I.E. Kutana) is under installation stage by HVPNL.
8. In instant case of M/s Tilbury Auto, plot in I.E. Kutana Area, who is appellant in the matter against service Connection Charges claimed from him, 63kVA T/F for release of their connection of 49kW was installed by UHBVN against estimate no. RSDIA-93/24-25. This connection is being fed from 11KV IDC-4 which is feeding from newly created 33kV S/Stn. IDC-II. 11KV IDC-4 feeder's recent augmentation also done by UHBVN.

As per clarification of Commercial wing vide their office letter memo no. Ch-25/TR-99(90)/SCC/3/CE/C-1 dated 08.11.2022, if HSIIDC is not maintaining and creating the required infrastructure in the area then service Connection Charges are payable.

Also, as per S.I. U-03/2013 infrastructure includes S/Stn., HT/ LT/ DTF infrastructure, in the instant case substation developed by HVPNL. HT/LT/ DTF etc. was initially created by HSIIDC but they didn't maintained it and neither created required infrastructure hence I.E. Kutana may kindly be notified as Non-HSIIDC Area for Electricity connection purposes and provision for applicability of Service Connection charges may also be provided on New connection portal of UHBVN specifically only for S/Divn. I/Area UHBVN Rohtak.

Also, IDC area was wholly developed by UHBVN, so same should also be notified as Non- HSIIDC Area and provision of Service Connection charges may be done on new connection portal.

Submitted for kind information and necessary action please.

- I.** The hearing was held on 15.07.2026 as scheduled. Both the parties were present during the hearing.

Decision

The instant appeal has been filed by the Appellant against the order dated 11.02.2026 passed by the Corporate Grievance Redressal Forum (CGRF), UHBVN Panchkula in Complaint No. 200/2025, whereby the Appellant's grievance regarding levy of Service Connection Charges (SCC) amounting to Rs. 1,00,000/- for a new LT connection (50 kW load, File No. R44-724-172) was dismissed.

Brief Facts of the Case

The Appellant applied for a new electricity connection in the Industrial Estate Kutana (New HSIIDC Area), Rohtak, falling under Industrial Area Sub-Division, UHBVN Rohtak. A demand notice was issued manually by the SDO, and the Appellant deposited Rs. 1,00,000/- towards SCC. The Appellant contended before the CGRF and now before this Authority that:

- No SCC demand appeared on the online new connection portal for HSIIDC areas.
- SCC was not levied in the area for connections released between 2010-2022 (and even later in some cases).
- The levy was selective, discriminatory, and contrary to prevailing practice, amounting to unjust enrichment.

The Respondents maintained that SCC is recoverable as per applicable Sales Instructions/Circulars, particularly SI No. 03/2013, because the requisite electrical infrastructure in the area is developed and/or maintained by UHBVN/HVPNL and not exclusively by HSIIDC.

Submissions of the Appellant

The Appellant reiterated that:

- Infrastructure in the HSIIDC area was primarily developed by HSIIDC.
- No uniform policy or circular justified the sudden levy post-2022.
- Selective recovery post-filing of the complaint indicated bias.
- The online portal does not reflect the correct position, causing lack of transparency.
- Lists of other consumers who were not charged SCC were submitted to demonstrate inconsistency.

The Appellant sought refund of the deposited SCC along with interest and directions for portal updation.

Submissions of the Respondents

The Respondents filed detailed replies, affidavits, and reports (including those dated 23.12.2025, 29.05.2026, 10.06.2026, 30.06.2026, and compliance reports). Key points include:

- The subject area (I.E. Kutana / New HSIIDC) has mixed infrastructure:
 - 132 kV Substation developed by HVPNL on land provided by HSIIDC.
 - 33 kV IDC-II Substation, additional transformers (including the 63 kVA DT for the Appellant's connection under Estimate No. RSDIA-93/24-25), new 11 kV feeders (e.g., IDC-4), HT/LT lines, bifurcations, upgradations, and maintenance carried out by UHBVN/HVPNL.
- As per Sales Instruction No. 03/2013, "UHBVN infrastructure" includes construction of Sub-stations, HT/LT lines, and Distribution Transformers. Where UHBVN/HVPNL has developed/maintained such infrastructure, SCC is payable.
- Clarification from SE (Commercial), UHBVN Panchkula (vide letters dated 04.12.2025 and others) supports recovery in such cases.
- Earlier non-levy in some periods does not create a vested right; correct application of policy is now being enforced uniformly.
- Portal updation is in process following a meeting chaired by CE (Commercial) on 22.06.2026 (Memo No. 94/132 kV HSIIDC dated 30.06.2026).

The Respondents produced records showing infrastructure created/maintained by them and expressed readiness to allow verification of records by the Appellant.

Analysis and Reasoning

This Authority has carefully examined the pleadings, documents on record (including multiple reports, affidavits, interim orders dated 06.05.2026 and 16.06.2026, and submissions during hearings), and the provisions of the HERC Electricity Supply Code, 2014 (as amended from time to time), particularly

regulations governing service connection charges, cost of infrastructure, and recovery thereof.

Regulation 4.3 and allied provisions of the Supply Code, read with relevant Sales Instructions (SI 31/2010 and SI 03/2013), empower the Distribution Licensee to recover Service Connection Charges for providing new connections where the licensee bears the cost of necessary infrastructure. The definition of infrastructure under SI 03/2013 explicitly covers Sub-stations, HT/LT lines, and Distribution Transformers.

The evidence on record establishes that in the Appellant's area (New HSIIDC / I.E. Kutana):

- Significant additional and ongoing infrastructure (33 kV SS, 63 kVA DT specific to the connection, 11 kV feeders, upgradations) has been created and is maintained by UHBVN/HVPNL.
- The Appellant's connection is fed from infrastructure developed by the Respondents.

Mere initial development by HSIIDC in parts of the industrial estate does not absolve the consumer of SCC where the Distribution Licensee has incurred substantial costs for augmentation and maintenance to release and sustain the supply. Previous non-levy in certain periods, while indicative of inconsistent application, does not render the current demand illegal or refundable, especially when the policy is now being applied uniformly and transparently (as affirmed in the CE (Commercial) meeting).

The Respondents' delay in portal updation and initial procedural lapses (noted in interim orders) are deplorable and reflect poorly on administrative efficiency. However, these do not vitiate the substantive demand, which is backed by technical reports and commercial clarifications. The Appellant has been provided opportunities to verify records.

This Authority notes with approval the Respondents' undertaking to update the online portal for clarity across jurisdictions, which will prevent future disputes.

Findings

1. The levy of Service Connection Charges of Rs. 1,00,000/- on the Appellant is **upheld** as legally tenable and in accordance with the HERC Supply Code, 2014 and applicable Sales Instructions.
2. No refund is warranted.
3. The appeal is **dismissed** on merits, without costs. Both parties shall bear their own costs.

Directions

1. The Respondents (UHBVN) shall complete the updation of the online new connection portal to clearly demarcate HSIIDC vs. non-HSIIDC areas and applicability of SCC within **20 days** from the date of this order for Rohtak Circle, and within **3 months** for other districts, in coordination with SE (Projects).
2. An affidavit of compliance from SE (Projects), UHBVN Panchkula shall be filed before this Authority within the stipulated timelines.
3. The Appellant is at liberty to inspect relevant records at the Respondents' office for verification of uniform application of SCC in similar cases.
4. The Respondents are directed to ensure strict adherence to timelines and transparency in future proceedings before this forum to avoid unnecessary delays.

File may be consigned to record.

Given under my hand on 16th July, 2026.

Sd/-

(Rakesh Kumar Khanna)
Electricity Ombudsman, Haryana

Dated: 16.07.2026

CC:

Memo No.1473-1481/EO/HERC/Appeal No. 8/2026

Dated:16.07.2026

To

1. Shri Nitesh, Tilbury Auto, 128, HSIIDC ROHTAK (Email tilbury.ind@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), UHBVN, Rohtak, 4th Floor Rajiv Gandhi Vidyut Bhawan near Medical Mor Delhi Road, Rohtak (email ceoprohtak@uhbvn.org.in)
5. The SE (Commercial), Uttar Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula (Email secommercial@uhbvn.org.in)
6. The SE (Operations), Rohtak, 3rd Floor Rajiv Gandhi Vidyut Bhawan near Medical Mor Delhi Road, Rohtak (Email seoprohtak@uhbvn.org.in)
7. The SE/Projects, Uttar Haryana Bijli Vitran Nigam Limited, Vidyut Sadan, IP No.: 3&4, Sector-14, Panchkula (Email seprojects@uhbvn.org.in)
8. The XEN/OP City Division, UHBVN, Rohtak, 1st Floor Rajiv Gandhi Vidyut Bhawan near Medical Mor Delhi Road, Rohtak (Email xenopcityrohtak@uhbvn.org.in)
9. SDO/OP, Industrial Area Sub Division, UHBVN, Rohtak, Palika colony, Near Durgyana Mandir, Rohtak 124001 (Email sdoopiarohtak@uhbvn.org.in)