BEFORE THE ELECTRICITY OMBUDSMAN, HARYANA
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(Regd. Post)

Appeal No.	:	**11 of 2026**
Registered on	:	**10.04.2026**
Date of Order	:	**02.07.2026**

In the matter of:

Appeal against the order dated 30.03.2026 passed by CGRF, UHBVN Panchkula in case No 298 of 2025

M/s Urban Wood Tikri Road, Urnai, Thanesar, District Kurukshetra, Haryana — **Appellant**

Versus

1. The XEN/OP Division, UHBVN, Pehowa
2. SDO/OP Sub Urban, Sub Division, UHBVN, Pehowa

Respondent

Before:
Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:
Shri Mikanshu Gola, CAO (Finance)

Present on behalf of Respondents:
Shri Abhishek, SDO

ORDER

A. The appellant has filed an appeal against the order dated 30.03.2026 passed by CGRF, UHBVNL, Panchkula in case no. 298 of 2025. The appellant has submitted as under: -

The complainant had approached the CGRF vide complaint dated 20.11.2025 (instituted as Complaint No. UH/CGRF-298/2025) with the following main grievances:

- The complainant had borne the entire cost of infrastructure (electric poles, wires and related materials) from the 11kV substation to the factory premises because no pre-existing infrastructure existed.
- Two meters were installed: (i) Reference meter at substation (Meter No. X1417745 – Account 0521171925); (ii) Consumer-end meter at factory (Meter No. X1261633).
- Bills were wrongly raised only on the basis of the substation reference meter, which captured consumption of two additional consumers later connected by the licensee on the same infrastructure without any notice or consent of the complainant.
- The two additional consumers are: 1. M/s Aggarwal Traders (Account No. 6924285732, Meter No. X2095023) 2. M/s Aggarwal Mushroom Farms (Account No. 0234342177, Meter No. X2095246)
- This resulted in grossly excess billing (e.g., October bill of ₹10,28,725/ even when factory was closed for more than 15 days).

- Prayers before CGRF:

(i) Proportionate reimbursement of infrastructure cost from the two new connections.

(ii) Refund of excess amount paid beyond actual consumption recorded in factory meter X1261633.

(iii) Direction to raise future bills only on the basis of factory meter. A copy of the original complaint along with all annexures is attached as Annexure-A.

3. Order passed by CGRF: The CGRF, vide its order dated 30.03.2026 in Complaint No. UH/CGRF 298/2025, has disposed of the case without granting any relief, merely observing that the SDO's last reply (Memo No. 395 dated 24.03.2026) was "in order" and that the details of overhauling were explained to the complainant's representative. A certified copy of the impugned CGRF order is attached as Annexure-B.

4. Grounds for Appeal: The impugned order is liable to be set aside for the following reasons:

a) The CGRF has completely ignored the legitimate prayer for proportionate reimbursement of infrastructure cost borne solely by the complainant. As per HERC (Duty to Supply Electricity on Request and Power to Recover Expenditure) Regulations, 2016 (and amendments) read with Annexure-I and Sales Circulars (e.g., U-16/2019 on sharing of cost for independent feeder / existing line), when new consumers are connected on infrastructure originally installed at the cost of one consumer, the original consumer is entitled to prorata recovery of the cost of poles, wires and related materials. The licensee has no right to allow free-riding by other consumers.

b) The CGRF failed to appreciate that the licensee itself admitted in multiple replies that no timely MCO (Meter Change Order) was carried out in the RAPDRP billing system, resulting in wrongful billing on the substation reference meter instead of the factory meter. This is a clear violation of metering and billing provisions under HERC Supply Code Regulations and Standards of Performance Regulations.

c) The SDO's replies contained inconsistent and contradictory calculations of excess units (123,370 KVAH → 345,616 KVAH → 138,680 KVAH → 66,820 KVAH). The CGRF accepted the last figure without any independent scrutiny or direction for a proper joint audit of meter readings.

d) The CGRF order is non-speaking on the core issues of infrastructure reimbursement and full refund of excess billing with interest. It merely rubber stamped the SDO's version without dealing with the documentary evidence and prayers of the complainant.

e) The complainant has suffered huge financial loss due to the licensee's negligence and arbitrary action of connecting new consumers on private infrastructure without reimbursement.

f) That during the pendency of the dispute the respondent sent a letter to the complainant threatening to disconnect the electricity connection and the same was illegal as the matter was still pending before the CGRF.

5. Relief Sought: In view of the above, it is most respectfully prayed that the Hon'ble Ombudsman may be pleased to:
   a) Set aside the impugned CGRF order dated 30.03.2026 passed in Complaint No. UH/CGRF-298/2025;

   b) Direct the licensee (UHBVN) to reimburse the proportionate cost of the infrastructure (poles, wires and related materials) originally borne by the complainant, to be recovered from the two additional consumers (Aggarwal Traders and Aggarwal Mushroom Farms);
   c) Direct complete overhauling of the account and refund/adjustment of the entire excess amount billed on the basis of substation meter (Meter X1417745) beyond the actual consumption recorded in the factory meter (Meter X1261633), along with interest @ 6% per annum (or as per regulations) from the date of payment till adjustment;
   d) Direct that future electricity bills shall be raised strictly on the basis of the consumer-end meter No. X1261633 only
   e) Grant any other relief as deemed fit and proper in the interest of justice, including cost of the proceedings.

B. The appeal was registered on 10.04.2026 as an appeal No. 11 of 2026 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 12.05.2026.

C. On 11.05.2026, respondent SDO has submitted reply in Appeal No. 11 of 2026 titled M/s Urban Wood Company vs XEN/OP Division, UHBVN Pehowa & SDO/OP Sub Urban Sub Division, UHBVN Pehowa pending before the Hon'ble Electricity Ombudsman, HERC, Panchkula in reference to Memo No. 92/EO/HERC/Appeal No. 11/2026 dated 10.04.2026 issued by the office of Electricity Ombudsman, HERC Panchkula.

With reference to the subject cited above, it is respectfully submitted that the present appeal has been filed by M/s Urban Wood Company, Tikri Road Urnai, Thanesar, District Kurukshetra against the order dated 30.03.2026 passed by the Corporate Consumer Grievance Redressal Forum (CGRF), UHBVN Panchkula in Complaint No. UH/CGRF-298/2025.

In compliance with the directions contained in the above referred memo, the para-wise reply on behalf of the Respondents is being submitted before this Hon'ble Ombudsman for kind consideration.

It is respectfully submitted that the matter pertains to the billing of M/s Urban Wood Company (Account No. 0521171925) connected on 11 kV Mahadev Foam Independent Feeder. The issue arose due to non-updation of MCO in the RAPDRP billing system in time, because of which billing continued on the basis of the substation reference meter instead of the consumer-end meter. The matter was examined thoroughly and necessary reassessment was carried out by the field office. As per the verified records, the difference between billing based on the substation meter and the consumer-end meter works out to 66,820 kVAh, corresponding to approximately ₹6,64,459/-. Out of this amount, a sum of ₹4,92,967/- has already been adjusted in the consumer account through CM Tool Case ID 1078380554, and the remaining amount of ₹1,71,492/- is net adjustable. It is further submitted that a virtual MCO was carried out in November 2025, after which billing of the consumer is being carried out correctly on the basis of the consumer-end meter. The discrepancy occurred due to inadvertent delay in updation of MCO in the system, which has since been rectified.

It is further submitted that the other two connections namely M/s Aggarwal Mushroom Farms and M/s Aggarwal Traders are being billed independently on their respective consumer-end meters from the date of energization and therefore no further adjustment is required in their accounts.

It is also respectfully submitted that during the proceedings, the consumer has additionally raised the issue regarding the share cost/contribution towards the independent feeder. In this regard, it is submitted that the said issue was never part of the original complaint filed before the learned CGRF and therefore no findings or adjudication were made by the learned CGRF in its order dated 30.03.2026 on the said issue. Hence, the present appeal to the extent it relates to the issue of feeder share cost is beyond the scope of the original complaint proceedings before the CGRF.

It is pertinent to mention that the learned CGRF, after examining the records, considering the replies submitted by the Respondents and hearing both the parties, disposed of the complaint vide order dated 30.03.2026 while finding the reply submitted by the Respondents to be in order.

The para-wise reply along with supporting documents is enclosed herewith for kind perusal of this Hon'ble Ombudsman.

It is therefore respectfully prayed that the appeal filed by the appellant may kindly be dismissed being devoid of merit and the order dated 30.03.2026 passed by the learned CGRF may kindly be upheld.

D. M/s Urban Wood Company has submitted rejoinder to the reply filed by XEN/OP Division, UHBVN Pehowa on 11.05.2026 in Appeal No. 11 of 2026 which is as under:-

MOST RESPECTFULLY SHOWETH:

That the Appellant, M/s Urban Wood, submits the present rejoinder/reply to the Respondents' reply dated 11.05.2026 for kind consideration of this Hon'ble Authority and respectfully states as under:

1. Admission by UHBVN, before CGRF, regarding Wrong Billing

<u>IN ITS LETTER DATED: 09.12.2025: (1ST REPLY OF THE SDO):</u>

"*It is to inform you that the complaint submitted by M/s. Urban Wood vide Dairy No. 892 dated 08.10.2025 has been thoroughly examined. After site verification and scrutiny of the ledger, a necessary adjustment of Rs.4,92,967/- has been carried out by this office vide SCAR No. 27/65 and BR Case ID No. 1078380554 dated 26.11.2025, after closing of binder.*

The adjusted amount will be reflected in the consumer's January month electricity bill, after approval from the Commercial Back Office, Panchkula. Hence, the grievance of the consumer has been duly addressed by this office."

**This itself amounts to an admission that the Appellant had been wrongly billed.

<u>IN ITS LETTER DATED: 11.02.2026: (2ND REPLY OF THE SDO):</u>

"*With reference to the subject cited above, it is respectfully submitted that, as directed by your good office in the last meeting, this office has once again carried out a detailed technical examination of the case to assess the refund amount. The findings are as follows:*

Both the new connections, namely M/s Agarwal Mushroom (Account No. 234342177) and M/s Aggarwal Trader (Account No. 6924285732), were energized after July 2023. Further, virtual MCO was carried out in November 2025 by this office. On comparing the consumer-end meter of M/s Urban Wood (Account No. 0521171925) with the reference meter at the substation for this period, the excess reading recorded is found to be 1,23,370 kVAH for which refund should be processed.

However, if the billed units of the two later-energized connections, ic., M/s Agarwal Mushroom (Account No. 234342177) and M/s Aggarwal Trader (Account No. 6924285732), are considered for the purpose of refund, the units to be adjusted are found to be 3,45,616 kVAH for which refund should be processed.

During the course of the above analysis, it has been observed that the difference in readings through both methodologies is significantly high and inconsistent. In view of the above, this office is not in a position to conclusively determine, at its own level, the correct basis on which any refund or overhauling of the account in favour of the consumer/complainant can be justified.

The detailed calculation sheets are enclosed herewith for kind perusal and record. This office humbly requests the Hon'ble Forum to kindly examine the enclosed details and issue specific directions to this office for further necessary action. This is submitted for kind information and necessary directions, please."

** The SDO further admitted that the Department was unable to conclusively determine the correct basis of billing and sought directions from the CGRF.

IN ITS LETTER DATED: 20.02.2026: (3RD REPLY OF THE SDO):

With reference to the subject cited above, it is respectfully submitted that, as directed by your good office in the last meeting. This office has once again carried out a detailed technical examination of the case to reassess the refund amount. The findings are as follows:

As per the records of this office, both the new connections, namely M/s Agarwal Mushroom (Account No. 234342177) and M/s Aggarwal Trader (Account No. 6924285732), were billed after July 2023 and were energised after 01.05.2023. Had the MCO been carried out in the RAPDRP Billing System at that time for the account of M/s Urban Wood (Account No. 0521171925) to change the billing from substation-end meter to consumer-end meter, the present issue would not have arisen.

As per the available record, the substation-end meter reading recorded in May 2023 was 45999 KVAH and in November 2025 was 171413 KVAH. Applying the Multiplying Factor (MF) of 10, M/s Urban Wood was wrongly billed for 12,54,140 KVAH units. If the MCO had been carried out in time, the initial reading of the consumer-end meter in May 2023 was 59867 KVAH and the final reading in November 2025 was 171413 KVAH. Accordingly, with an MF of 10, the consumer should have been billed for 11,15,460 KVAH units. Hence, a refund corresponding to 138680 KVAH units is required to be allowed to the consumer............"

**The SDO also admitted that if the virtual MCO had been carried out in time in the RAPDRP Billing System, the present dispute would never have arisen.

IN ITS LETTER DATED: 24.03.2026: (4TH REPLY OF THE SDO):

With reference to the subject cited above, it is respectfully submitted that, as directed by your good office in the last hearing, this office has once again carried out a detailed technical examination of the case to reassess the refund amount. During this process, certain minor discrepancies were observed in the data submitted earlier vide the *above-referred memos, which have now been carefully reviewed and rectified. The revised findings are submitted below for kind consideration.*

As per the records of this office, both the new connections, namely M/s Agarwal Mushroom (Account No. 234342177) and M/s Aggarwal Trader (Account No. 6924285732), were energized on the 11 kV Mahadev Foam Independent Feeder on 29.12.2023 and 15.04.2024, respectively. Had the MCO been carried out in the RAPDRP Billing System after 29.12.2023 for the account of M/s Urban Wood (Account No. 0521171925), to change the billing from substation-end meter to consumer-end meter, the present issue would not have arisen.

As per the available records, the substation-end meter reading recorded on 01.01.2024 was 67,569 kVAh, and in September 2025 it was 1,57,218 kVAh. Applying the Multiplying Factor (MF) of 10, M/s Urban Wood was wrongly billed for 8,96,490 kVAh units.

If the virtual MCO had been carried out in time, the initial reading of the consumer-end meter on 01.01.2024 would have been 81,242 kVAh, and the final reading in September 2025 would have been 1,64,209 kVAh. Accordingly, with an MF of 10, the consumer should have been billed for 8,29,670 kVAh units. Hence, a refund corresponding to 66,820 kVAh units is required to be allowed to the consumer, which translates to approximately 6,64,459/-. Out of the above amount, 4,92,967/- has already been adjusted by this office vide CM Tool Case ID 1078380554. Therefore, the net adjustable amount comes to ₹1,71,492/-

It is further requested that the consumer may kindly be directed to deposit the balance outstanding amount, at the earliest and before the close of the current financial year.

As the other two connections, i.e., M/s Agarwal Mushroom and M/s Aggarwal Trader, have been billed from their respective consumer-end meters since the date of energization, no change in billing or adjustment is required in their cases.

Further, a virtual MCO was carried out in November 2025 by this office. Accordingly billing after November 2025 is being done correctly for all the connections on this feeder. The earlier inadvertent discrepancies are regretted. This is submitted for kind information and further necessary directions, please."

SUBMISSION ON BEHALF OF APPELLANT M/S URBAN WOOD:-

XEN/OP Division, UHBVN Pehowa failed to explain the criteria or basis used to determine the refund amount.

All the above four letters contradict the contents of the other letter. The contents of the letter are based on assumptions and presumptions.

The XEN/OP Division, UHBVN Pehowa, succeeded in misguiding the CGRF by submitting concocted, fabricated, and misleading replies. The said Division also succeeded in deriving benefits from its own wrongs.

It is further submitted that on perusal of the contents of all four replies of the SDO, the complaint of the Appellant, and the relevant documents, it is apparent that the CGRF has passed a wrong and arbitrary order against the Appellant, which is contrary to the principles of natural justice and is likely to shake the trust of an innocent consumer.

The Respondents have failed to disclose any uniform, transparent, scientific or legally sustainable criteria for determination of the refund amount. The entire exercise carried out by the Respondents is based upon assumptions, conjectures and arbitrary calculations. The shifting stands adopted by the Department clearly establish that the billing mechanism itself was erroneous and unreliable.

The CGRF order is non-speaking and does not deal with the detailed submissions, documents and calculation sheets filed by the Appellant.

2. Separate Connections Installed but Consumption Added in the Bill of M/s Urban Wood.

Illegal Clubbing of Consumption of Separate Consumers: Two independent consumers were given connections on the Appellant's dedicated feeder and their consumption was wrongly added to the Appellant's account. This is a clear violation of the Electricity Act, 2003 and HERC Supply Regulations. The Appellant cannot be made to pay for consumption of third parties.

The Electricity Department installed that two separate electricity connections in the name of the following consumers:

1. M/s Aggarwal Mushroom – Meter No. X2095246 (installed since July 2023)
2. M/s Aggarwal Trader – Meter No. X2095023 (installed since January 2024)

Despite the above separate connections, the Electricity Department has not only raised separate bills upon the aforesaid units but has also added their consumed electricity units in the electricity bill of M/s Urban Wood bearing Meter No. 1417745.

As a result, M/s Urban Wood has illegally and unjustly borne the electricity charges of the above consumers. Such clubbing of consumption of separate consumers is wholly illegal, arbitrary and contrary to:

- the Electricity Act, 2003;
- HERC Supply Code & Regulations; and
- settled principles of consumer billing.

The Appellant cannot legally be made liable for electricity consumed by third parties.

From a reasonable and practical point of view, M/s Urban Wood is legally entitled to refund of the excess amount paid on behalf of M/s Aggarwal Mushroom and M/s Aggarwal Trader since their Meter installed till up to the date of virtual MCO carried out in November 2025.

3. Refund Calculation: For the units consumed by M/s Aggarwal Mushroom and M/s Aggarwal Trader:

Party Name	Meter No.	Total Units Consumed (July 2023 to Oct 2025)	Tariff Rate	Amount (Rs.)	Reference
Aggarwal Mushroom	X2095246	2,19,336 Units	Rs. 6.95	Rs. 15,24,385/-	Bill dated 13.11.2025
Aggarwal Trader	X2095023	74,536 Units	Rs. 6.95	Rs. 5,18,025/-	Bill dated 13.11.2025
Total		**2,93,872 Units**		**Rs. 20,42,410/-**	

Therefore, an amount of **Rs.20,42,410/-** is liable to be refunded to M/s Urban Wood along with applicable interest.

4. Infrastructure Expenses and Unauthorized Extension of Supply

That, the Appellant had incurred an expenditure of approximately Rs. 1,26,00,000/- towards the installation of infrastructure and obtaining a dedicated/personal hotline connection from the Malikpur Sub-Station to the premises of Appellant through an approved vendor of the Electricity Department.

Despite full knowledge that M/s Urban Wood had obtained a dedicated personal connection for its industrial operations, the concerned officers of the Electricity Department extended/allowed electricity connections to M/s Aggarwal Mushroom and M/s Aggarwal Trader without:

- Any prior intimation to M/s Urban Wood;
- Any consent or NOC from M/s Urban Wood;
- Any approval regarding load sharing or use of the infrastructure;
- Ensuring proper separate wiring and infrastructure requirement for 500 KW load.

The said unauthorized acts caused severe prejudice to the Appellant including:

- Frequent voltage fluctuations;
- Repeated short-circuit issues;
- Operational losses;
- Excessive electricity billing;
- Disturbance in industrial operations.

5. Clarification Regarding Outstanding Arrears

That prior to installation of the above two additional connections, the average monthly electricity bill of M/s Urban Wood used to be approximately Rs. 3,00,000/- to Rs. 4,00,000/- only.

However, after installation of the additional connections from July 2023 onwards, the electricity bills started increasing abnormally despite the fact that the plant of M/s Urban Wood runs only approximately twice a month.

It is pertinent to mention that the electricity bill for October 2023 was raised for an amount of Rs. 10,28,725/- even though the factory remained closed for more than 15 days during the said period.

Subsequently, upon discovering that the electricity bills of M/s Urban Wood included the consumption of two separate consumers namely M/s Aggarwal Mushroom and M/s Aggarwal Trader, M/s Urban Wood was constrained to withhold payment of the disputed electricity bills.

Accordingly, the alleged arrears reflected against M/s Urban Wood are wholly disputed, arbitrary and require complete reconciliation and correction.

6. Relief Sought

In view of the facts and circumstances stated hereinabove, it is most respectfully prayed that this Hon'ble Authority may graciously be pleased to:

a) Allow the present Appeal and set aside the impugned Order dated 30.03.2026 passed by the CGRF;

b) Direct the Respondents to refund **₹20,42,410/-** (Rupees Twenty Lakh Forty Two Thousand Four Hundred Ten only) along with interest @ 12% p.a. from the date of payment till realization on account of excess billing;

c) Direct proportionate reimbursement of infrastructure cost of **₹1,26,00,000/-** incurred by the Appellant;

d) Quash the outstanding disputed demand raised against the Appellant;

e) Grant any other relief which this Hon'ble Authority deems fit and proper in the facts and circumstances of the case.

E. The hearing in this matter was held today i.e. on 12.05.2026 as scheduled. Shri Abhishek, SDO (OP), Sub-Urban Sub-Division, UHBVN, Pehowa (appearing on behalf of XEN/OP Division, UHBVN, Pehowa, under due authorization) and Sh. Manoj Tiwari, Manager, M/s Urban Wood Company along with Sh. Mitanshu from the Finance Section.

During the course of the hearing, the Appellant admitted to having received the detailed reply filed by the Respondents. Appellant sought two weeks' time to file the rejoinder, citing the absence of the engaged advocate from the station. The request was considered and allowed in the interest of justice.

It was noted that the issue of sharing/proportionate reimbursement of the cost of the 11 kV Mahadev Foam Independent Feeder has been raised by the Appellant in the appeal. In the interest of natural justice and to comprehensively address the grievances of the Appellant, who has approached this forum, the Respondents are directed to submit a detailed calculation sheet, duly audited and prepared strictly in accordance with the applicable Sales Circulars/Instructions currently in vogue, regarding the proportionate share of the infrastructure cost, if any, refundable to the Appellant.

Directions:

1. The Appellant is directed to file its rejoinder, if any, within 14 days from the date of issuance of this Interim Order.
2. The Respondents shall submit their reply along with the aforesaid audited calculation sheet regarding the feeder cost sharing/refund within the same period and shall serve a complete copy of the same upon the Appellant at least 5 days prior to the next date of hearing. This will enable the Appellant to file any additional response, if required.

The matter is schedule for further hearing on 08.06.2026.

F. On 02.06.2026 M/s Urban Wood has sent a letter to SDO/OP, S/U, S/D, UHBVN Pehowa regarding Reply to Notice for Disconnection of Electricity Supply Memo No. 1415/CA dated 02.06.2026 and Request for Maintaining Status Quo During Pendency of Appeal Before Electricity Ombudsman

Ref:

1. Notice Memo No. 1415/CA dated 02.06.2026.
2. Appeal No. 11 of 2026 filed by M/s Urban Wood before the Hon'ble Electricity Ombudsman, Haryana.

With due respect, we acknowledge receipt of your notice bearing Memo No. 1415/CA dated 02.06.2026 regarding the proposed disconnection of electricity supply on account of alleged outstanding dues.

At the outset, it is submitted that M/s Urban Wood has already challenged the disputed demand before the Hon'ble Electricity Ombudsman, Haryana by way of Appeal No. 11 of 2026, which is presently pending adjudication. The issues relating to the disputed billing, wrongful assessment of units, and consequential recovery are sub-judice before the competent statutory authority.

It is pertinent to mention that the present demand itself arises out of the disputed billing matter, which is the subject matter of the aforesaid appeal. Therefore, any coercive action, including disconnection of electricity supply during the pendency of the appeal, would seriously prejudice the rights of the appellant and may render the pending proceedings infructuous.

Further, the electricity connection is being used for running an industrial manufacturing unit. Any interruption or disconnection of power supply shall result in complete stoppage of production activities, damage to machinery and raw material, breach of supply commitments, financial losses, and unemployment to workers dependent upon the unit. Such irreparable losses cannot be compensated subsequently even if the appeal is decided in favour of the appellant.

It is also submitted that the appellant has been diligently pursuing the legal remedies available under the Electricity Act and has not adopted any delaying tactics. The appellant undertakes to abide by and comply with any order that may ultimately be passed by the Hon'ble Electricity Ombudsman.

In view of the facts and circumstances stated above, it is respectfully requested that:

1. No coercive action including disconnection of electricity supply may be taken during the pendency of Appeal No. 11 of 2026 before the Hon'ble Electricity Ombudsman.
2. Status quo with respect to the electricity connection may kindly be maintained till the final adjudication of the appeal.
3. Recovery proceedings based upon the disputed demand may be kept in abeyance in the interest of justice and fair play.

This representation may kindly be considered sympathetically to avoid irreparable loss and hardship to the industrial unit.

G. On 03.06.2026, M/s Urban Wood has submitted as under: -

1. That Appeal No. 11 of 2026 titled "M/s Urban Wood Vs. XEN/OP Division, UHBVN Pehowa & Others" is presently pending adjudication before this Hon'ble Ombudsman.
2. That despite the pendency of the aforesaid appeal, the officials of UHBVN had made disconnection of the electricity connection of the appellant and are exerting undue pressure to deposit the disputed amount, which is the subject matter of the pending appeal.
3. That the actions of the respondent officials are arbitrary, coercive and amount to harassment of the appellant. The disconnection letter dt 02-06-2026(enclosed) is causing immense mental stress and financial uncertainty and appears to be intended to compel the appellant to abandon its legal remedies.
4. That the electricity connection in question is being utilized for operating an industrial manufacturing unit. The manufacturing process is entirely dependent upon uninterrupted electricity supply. The disconnection would immediately halt production activities, adversely affect business operations, disrupt commitments to customers, impact the livelihood of employees, and cause substantial financial losses.
5. That the appellant has approached this Hon'ble Ombudsman in good faith and is diligently pursuing the statutory remedy available under law. During the pendency of the appeal, the respondent department ought not to resort to coercive measures which would render the appellate proceedings infructuous.
6. That disconnection of the electricity supply before the disposal of the appeal, the appellant shall suffer irreparable loss and injury which cannot be adequately compensated at a later stage. The balance of convenience is wholly in favour of protecting the existing electricity supply until the matter is finally adjudicated.

7. That the respondent department is attempting to enforce the disputed demand even though the issues raised therein are under active consideration before this Hon'ble Authority.
8. During the pendency of Appeal No 11 0f 2026, the honourable ombudsman had also intimated the officials of UHBVN that do not disconnect the electricity of Appellant till disposal of this Appeal.

In view of the foregoing facts and circumstances, it is most respectfully prayed that this Hon'ble Ombudsman may kindly:

a) Grant an immediate interim stay restraining UHBVN and its officers from disconnection of the electricity supply of the appellant during the pendency of Appeal No. 11 of 2026 and also direct the UHBVN Pehowa Officials to restore the Electricity Supply connection during the pendency of the said appeal in the interest of natural justice.
b) Restrain the respondents from taking any coercive recovery action in respect of the disputed demand which forms the subject matter of the appeal;
c) Direct the respondents to maintain status quo regarding the electricity connection and supply of the appellant until the final disposal of the appeal; and
d) Pass any other order(s) which this Hon'ble Ombudsman may deem fit and proper in the interest of justice.

The matter is extremely urgent as the officials of UHBVN are continuously threatening disconnection of the electricity supply. Therefore, an urgent hearing and interim protection are earnestly requested.

Kindly take this application on record and pass appropriate interim orders at the earliest.

H. On 05.06.2026, Xen/OP, Pehowa has submitted further reply in Appeal No. 11 of 2026 titled M/s Urban Wood Company vs XEN/OP Division, UHBVN Pehowa & SDO/OP Sub Urban Sub Division, UHBVN Pehowa pending before the Hon'ble Electricity Ombudsman, HERC, Panchkula with reference to (1.) memo No. 92/EO/HERC/Appeal No. 11/2026 dated 10.04.2026 issued by the office of Electricity Ombudsman, HERC Panchkula. (2) Memo No. 494/EO/HERC/Appeal No. 11/2026 dated 12.05.2026 received from the office of the Electricity Ombudsman HERC, Panchkula.

With reference to the subject cited above, it is respectfully submitted that the present appeal has been filed by M/s Urban Wood Company, Tikri Road Urnai, Thanesar, District Kurukshetra against the order dated 30.03.2026 passed by the Corporate Consumer Grievance Redressal Forum (CGRF), UHBVN Panchkula in Complaint No. UH/CGRF-298/2025.

In compliance with the directions contained in the above referred memo and the reply already submitted in the matter, it is further submitted that, as per the verbal directions of the Hon'ble Chair, the issue regarding the sharing cost of the independent feeder was re-examined.

During the analysis, it was found that the independent feeder was initially energized for M/s Mahadev Foam. Subsequently, upon change of ownership, the electricity connection was transferred in the name of the appellant, i.e., M/s Urban Wood Company. Thereafter, M/s Agarwal Traders and M/s Agarwal Mushroom were connected to the said feeder in the same sequence.

At the time of energization of the independent feeder, the sanctioned estimate amount was Rs. 49,56,937/-. The work was executed by the firm under the Self-Execution Scheme of the Nigam. After excluding the departmental charges, the admissible estimate cost works out to Rs. 45,06,306/- in accordance with Share Cost Circular No. U-36/2019 issued by the Nigam.

The detailed calculation of the share cost, as applicable in the present case, is enclosed herewith and is self-explanatory.

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

I. The hearing in this matter was held on 08.06.2026 as scheduled. Shri Abhishek, SDO (OP), Sub-Urban Sub-Division, UHBVN, Pehowa, appeared in person on behalf of the Respondents. The Appellant was represented by its authorized representative Shri Mikanshu Gola, CAO (Finance).

At the outset, the Appellant expressed dissatisfaction with the reply and supporting documents submitted by the Respondents, particularly regarding compliance with the directions contained in the Interim Order dated **12.05.2026**.

The Forum inquired from the Respondent-SDO as to why the complete details, including duly audited calculation sheets in respect of proportionate sharing of infrastructure cost of the 11 kV Mahadev Foam Independent Feeder as well as the detailed ledger/ consumption details from the date of energization of the first consumer on the said feeder (M/s Aggarwal Traders) and subsequent consumers (including M/s Aggarwal Mushroom), had not been submitted in terms of the specific directions issued in the Interim Order.

The Respondent-SDO submitted that the requisite details would be compiled and furnished. He undertook to submit complete, duly audited statements covering both aspects -i.e., **energy billing/ adjustment** and **proportionate sharing of feeder infrastructure cost** -after proper audit by the competent wing.

In view of the above, and to ensure transparency and complete justice, the following directions are issued:

DIRECTIONS

1. The Respondents are granted time till **18.06.2026** to submit the following documents before this office:
   - Complete ledger/consumption details from the date of energization of the **first consumer** on the 11 kV Mahadev Foam Independent Feeder till date.
   - Detailed, **duly audited calculation sheets** (pre-audited by the Audit Wing) regarding:
     - Adjustment/refund on account of excess billing (energy charges).
     - Proportionate share of infrastructure cost of the independent feeder refundable to the Appellant, if any, prepared strictly as per applicable Sales Circulars/Instructions.
   - All supporting documents and justifications.

A copy of the above documents shall be supplied to the Appellant **at least two days prior to 18.06.2026** (i.e., by **16.06.2026**) to enable the Appellant to file any objections/rejoinder, if so advised.

Arguments in the matter are concluded. The appeal is **reserved for final orders**, which shall be passed after receipt and consideration of the above reply/documents by **18.06.2026**.

The Respondents are directed to ensure strict compliance with these directions without seeking any further extension, failing which appropriate adverse inference may be drawn.

J. On 16.06.2026, Xen/OP, Pehowa has submitted further reply which is as under:-

Kindly refer to the case pending before the Hon'ble Electricity Ombudsman, HERC Panchkula in respect of UHBVN, Pehowa.

In this regard, the reply and requisite details have been received from the SDO (S/U), Sub-Division, UHBVN, Pehowa vide Memo No. 1132 dated 15.06.2026.

As per the submissions of the SDO (S/U), it is intimated that in compliance with the directions of the Hon'ble Ombudsman, the calculations pertaining to the bill refund amount and share cost adjustment have been duly prepared and got audited. The relevant details and supporting documents have been forwarded for further necessary action.

The following documents are enclosed herewith for kind consideration:

1. MT-1 of substation end meter and Urban Wood consumer end meter

2. Bills for September 2025 and October 2025
3. Audited consumption data
4. Audited share cost data

In view of the above, the same is submitted for kind perusal and further necessary action at your end.

Decision

In compliance with the directions issued during the hearing held on 08.06.2026, the Respondents were required to prepare a comprehensive ledger of the Appellant's account, duly audited by the competent authority (Revenue Auditor/IAP-13), so as to bring clarity on the actual dues and address the Appellant's grievance regarding frequent variations in the demanded amount. The Respondents were also directed to furnish audited calculations regarding the proportionate sharing of the infrastructure cost of the 11 kV Mahadev Foam Independent Feeder among the connected consumers.

Pursuant thereto, the Respondents have submitted their compliance report vide Memo No. 24/CGRF dated 01.07.2026 of the XEN/OP Division, UHBVN, Pehowa, enclosing detailed calculation sheets duly audited by the Revenue Auditor/IAP-13.

Findings on Energy Billing

Upon verification of the audited records, it is established that after due adjustment of the excess billing arising out of the delayed MCO and incorrect application of the substation-end meter readings (for the period w.e.f. **01.12.2023 to 04.09.2025**), the net amount recoverable from the Appellant on account of energy charges is **₹1,21,752/-**.

The Appellant is accordingly directed to deposit the said amount of **₹1,21,752/-** in **two equal monthly instalments** without levy of any Late Payment Surcharge (LPS). The Appellant shall, however, continue to pay the current bills as per the regular billing cycle.

Findings on Sharing of Feeder Infrastructure Cost

The audited calculations submitted by the Respondents reveal that, as per the applicable Sales Circulars (including **U-16/2019** and related instructions), the proportionate share of the infrastructure cost of the independent feeder works out as under:

- **M/s Aggarwal Mushroom** is liable to pay **₹2,63,369/-** to **M/s Urban Wood Company**.
- **M/s Aggarwal Mushroom** is also liable to pay **₹26,099/-** to **M/s Aggarwal Trader** (w.e.f. January 2024).

It is clarified that the late entrant on the independent feeder (**M/s Aggarwal Mushroom**) is presumed to have obtained necessary consent from the existing consumers and agreed to bear its proportionate share of the infrastructure cost in accordance with the Nigam's prevailing Share Cost Circulars at the time of energization.

The settlement of inter-se sharing of feeder infrastructure cost between the three consumers (**M/s Urban Wood**, **M/s Aggarwal Trader**, and **M/s Aggarwal Mushroom**) is essentially a mutual commercial arrangement. The licensee (UHBVN) shall facilitate the adjustment only upon receipt of:

1. A duly notarized undertaking/affidavit from **M/s Urban Wood Company** (through its authorized signatory) expressing willingness to settle the feeder share cost through the licensee.
2. A similar undertaking from **M/s Aggarwal Trader**.
3. Acceptance/confirmation from **M/s Aggarwal Mushroom** regarding the amounts payable by it.

Upon receipt of the above undertakings and mutual acceptance, the Respondents shall effect the necessary adjustments in the respective accounts.

Directions

After hearing both the parties and going through the record made available on file, I have carefully perused the entire record and the following direction are issued: -

1. The Appellant shall deposit **₹1,21,752/-** in two equal instalments without levy of any Late Payment Surcharge (LPS) as directed above.
2. The parties shall furnish the requisite notarized undertakings/affidavits regarding feeder share cost settlement within **30 days** from the date of this order.
3. Upon compliance, the Respondents shall finalise and reconcile the accounts of all three consumers on the feeder and report compliance to this office.
4. The Appellant shall, however, continue to pay the current bills as per the regular billing cycle.
5. The case is decided **without any order as to costs**.

The Appeal No. 11 of 2026 stands disposed of accordingly.

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

Given under my hand on 2nd July, 2026.

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

Dated: 02.07.2026

CC:
Memo No.1210-1217/EO/HERC/Appeal No.11/2026 Dated:02.07.2026
To

1. M/s Urban Wood Tikri Road, Urnai, Thanesar, District Kurukshetra, Haryana (Email aartstore@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 (Operations), Kurukshetra, Near Gymkhana Club, 3rd Floor, UHBVN Bldg, Sec 8, Kurukshetra. (Email seopkurukshetra@uhbvn.org.in)
6. XEN (Operations) Division, Pehowa, UHBVN, Divisional Office, UHBVN, Dhand Road, Pehowa. (Email xenoppehowa@uhbvn.org.in)
7. SDO/OP, Sub Urban, Sub Division, UHBVN, Pehowa, S/D S/U, 33 KV S/Stn., Near City Police Station, Pehowa-136128 (Email sdoopsupehowa@uhbvn.org.in)