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

Appeal No.	:	**17 of 2026**
Registered on	:	**18.05.2026**
Date of Order	:	**08.07.2026**

In the matter of:

Appeal against the order dated 23.04.2026 passed by CGRF, UHBVN Panchkula in case No. 25 of 2026

Smt. Rajesh **Appellant**

Versus

1.XEN/OP Division, UHBVN, Samalkha
2. SDO/OP Sub Division, UHBVN, Chhajpur **Respondent**

Before:
Shri Rakesh Kumar Khanna, Electricity Ombudsman

Present on behalf of Appellant:
None

Present on behalf of Respondents:
Shri Naresh Yadav, SDO Operation

ORDER

A. The appellant has filed an appeal against the order dated 23.04.2026 passed by CGRF, UHBVNL, Panchkula in case no. 25 of 2025. The appellant has submitted as under: -

“मैं श्रीमती राजेश, पत्नी श्री राजबीर, निवासी वी.पी.ओ - रिसालू, बी.पी.एल कॉलोनी, जिला पानीपत, उत्तरह रियाणा बिजली वितरण निगम (UHBVN) की एक उपभोक्ता हूँ। मैं CGRF पंचकूला द्वारा मेरी शिकायत (Complaint No. 25/2026) पर दिए गए हालिया आदेश से संतुष्ट नहीं हूँ और न्याय हेतु निम्नलिखित त थ्य आपके समक्ष रखना चाहती हूँ:

भुगतान और विभाग की देरी

मैंने हरियाणा सरकार की 'सरचार्ज माफी योजना' के अंतर्गत दिनांक 15.10.2025 को ₹44,073/- की राशि का भुगतान ऑनलाइन माध्यम से किया था। विभाग ने इस राशि को स्वीकार करने के बजाय, लगभग 3 महीने बाद 17.01.2026 को मेरे खाते में वापस (Refund) कर दिया।

तकनीकी समस्या

भुगतान के समय निगम की वेबसाइट पर तकनीकी खराबी के कारण रसीद जनरेट नहीं हो सकी, जबकि रा शि मेरे बैंक खाते से कटकर विभाग के पास जमा हो गई थी। जिसकी जानकारी मैंने तुरंत संबंधित कार्यालय में दे दी थी। इस संबंध मेंसभी दस्तावेज़ भी मैंने समय पर संबंधित कार्यालय में जमा करा दिए थे। विभाग की इस तकनीकी देरी और पैसे वापस करने की प्रक्रिया के कारण मुझे योजना के लाभ से वंचित रखा गया है।

CGRF का निर्णय

CGRF ने अपने आदेश में स्वीकार किया है कि पैसा बैंक खाते से कटा था, परंतु तकनीकी कारणों और पुरा ने रिकॉर्ड का हवाला देते हुए मुझे योजना के लाभ से वंचित कर दिया गया है, जो कि अनुचित है।

मेरा पक्ष

विभाग की तकनीकी खामी या रसीद जनरेट न होने की जिम्मेदारी उपभोक्ता पर नहीं डाली जानी चाहिए। मैं नियमानुसार उचित बिजली बिल भरने को तैयार हूँ, बशर्ते मुझे योजना का लाभ दिया जाए।

प्रार्थना

अतः आपसे विनम्र निवेदन है कि CGRF के इस आदेश पर पुनर्विचार किया जाए और मुझे 'सरचार्ज माफी योजनाका लाभ प्रदान करने हेतु उचित निर्देश जारी किए जाएं।"

B. The appeal was registered on 18.05.2026 as an appeal No. 17 of 2026 and accordingly, notice of motion to the Appellant and the Respondents was issued for hearing the matter on 10.06.2026.

C. On 11.06.2026, respondent SDO has submitted details of calculation.

D. The hearing in the above matter was held on 11.06.2026 as scheduled. Both parties were present during the hearing.

The present appeal arises out of the order dated 23.04.2026 passed by the Corporate Consumer Grievance Redressal Forum (CGRF) in Complaint No. 25 of 2026 (admitted on 19.02.2026).

The dispute pertains to the Appellant's electricity connection bearing Account No. 8625582000. Under the Surcharge Waiver Scheme introduced vide Sales Circular No. 06/2025 (valid from 11.05.2025 to 11.01.2026), the Appellant deposited a sum of Rs. 44,073/- on 15.10.2025 vide Transaction No. 528899584903, which fell squarely within the scheme period.

However, due to an alleged failure on the part of the Respondent to reconcile and update the account in a timely manner, the said amount was erroneously refunded to the Appellant's account on 17.01.2026 vide Transaction No. 601703187575.

The Appellant made repeated representations, including Diary No. 4494 dated 31.12.2025, but the benefit of the scheme was not extended. The CGRF dismissed the complaint on the ground that the Appellant had not maintained the payment as required under the scheme. Aggrieved thereby, the Appellant preferred the present appeal.

After careful consideration of the pleadings, documents on record (including the bank statement showing the deposit and subsequent refund), and submissions made during the hearing, this Forum observes as under:

1. There was clear negligence and delay on the part of the Respondent Department in reconciling the cash deposit and updating the consumer's ledger.

2. The deposit of Rs. 44,073/- made on 15.10.2025 was valid and in accordance with the Surcharge Waiver Scheme. The subsequent refund was an internal failure of the Respondent and cannot be held against the Appellant.
3. The Respondent has admitted that no subsequent amendment was made in the bill despite the deposit.
4. The CGRF and lower levels of the Respondent failed to adequately address the genuine grievance of the consumer, resulting in avoidable harassment and prolonged litigation.

In view of the above, this Forum passes the following interim directions**:**

1. The Respondent is directed to reconcile and settle the account of the Appellant in respect of Account No. 8625582000 by notionally treating the sum of Rs. 44,073/- as having been validly deposited on 15.10.2025**.**
2. A fresh billing ledger shall be prepared as follows:
   - From the date of notional credit (15.10.2025) up to 17.01.2026 (date of erroneous refund).
   - Thereafter, from 17.01.2026 onwards till date, treating the amount as having remained credited.
3. Surcharge shall be leviable only on the current bills falling due after 17.01.2026**.** All surcharges levied for the period from 15.10.2025 to the date of this order (excluding the period from 17.01.2026 to 09.02.2026) shall be waived.
4. The Respondent shall pay a sum of Rs. 15,000/- (Rupees Fifteen Thousand only) to the Appellant towards compensation for harassment, mental agony, and litigation costs.
5. After making the above adjustments and deductions, the Respondent shall prepare a final reconciled statement of the amount payable by the Appellant (including the notional credit of Rs. 44,073/-). This statement must be:
   - Prepared within 15 days from the date of this order.
   - Duly audited by the Commercial Back Office of the Licensee.
   - Communicated to the Appellant in writing at least 3 days prior to the next date of hearing.
6. During the pendency of compliance and till the next date of hearing, no coercive action (including disconnection) shall be initiated against the Appellant. Only the current undisputed bill (post 17.01.2026) shall remain payable.

The XEN Operation, Samalkha, UHBVN, Panipat, shall ensure strict compliance with the above directions and file a compliance affidavit before this Forum on or before the next date of hearing.

The matter is schedule for further hearing on 30.06.2026.

E. On 26.06.2026, respondent SDO has submitted reply which is as under:-

माननीय न्यायालय के समक्ष विनम्रतापूर्वक निम्नलिखित तथ्य प्रस्तुत किए जाते हैं०:

1. कि प्रार्थी श्री राजेश द्वारा दिनांक 15.10.2025 को ₹44,073/- की राशि स्वयं अपने स्तर पर यूएचबीवीएनएल के खाते में सीधे जमा करवाई गई थी।
2. कि प्रार्थी को "सर्चार्ज माफी योजना" का लाभ प्राप्त करने हेतु उक्त राशि निर्धारित समय-सीमा के भीतर अपने संबंधित उपभोक्ता/मीटर खाते में जमा करवाना आवश्यक था। योजना के प्रावधानों के अनुसार राशि का उपभोक्ता खाते में परिलक्षित होना अनिवार्य था।
3. कि प्रार्थी द्वारा अपनी स्वयं की त्रुटि एवं असावधानी के कारण उक्त राशि अपने उपभोक्ता खाते में जमा न करवाकर सीधे यूएचबीवीएनएल के खाते में जमा करवा दी गई, जिसके परिणामस्वरूप उक्त राशि संबंधित उपभोक्ता खाते में समायोजित नहीं हो सकी।
4. कि यूएचबीवीएनएल (AO Cash Panchkula) द्वारा उक्त राशि को अकारण/गलत खाते में प्राप्त राशि मानते हुए नियमानुसार प्रार्थी को वापस कर दिया गया था। 17.01.2026 ₹44,073/- राशि की वापसी की कार्यवाही विभागीय नियमों एवं केंद्रीय सर्वर प्रणाली के माध्यम से की गई थी।
5. कि उपभोक्ताओं के खातों का लेखा-जोखा, समायोजन, बिलिंग तथा वित्तीय प्रविष्टियां यूएचबीवीएनएल मुख्यालय पंचकूला स्थित केंद्रीय सर्वर प्रणाली द्वारा संचालित एवं नियंत्रित की जाती हैं। उपमंडल कार्यालय छाजपुर को उक्त सर्वर आधारित प्रविष्टियों में किसी प्रकार का स्वतंत्र हस्तक्षेप अथवा संशोधन करने का अधिकार प्राप्त नहीं है।
6. कि प्रार्थी द्वारा जमा की गई राशि का लेखांकन एवं उसकी वापसी की प्रक्रिया मुख्यालय स्तर पर संपन्न हुई थी। इस प्रक्रिया में विद्युत उपमंडल छाजपुर अथवा अधोहस्ताक्षरी की कोई प्रत्यक्ष अथवा अप्रत्यक्ष भूमिका नहीं रही।
7. कि प्रार्थी को योजना का लाभ प्राप्त न होने का कारण उसकी स्वयं की त्रुटिवश राशि का गलत खाते में जमा किया जाना था। अतः इस संबंध में विद्युत उपमंडल छाजपुर अथवा अधोहस्ताक्षरी के विरुद्ध किसी प्रकार की लापरवाही, त्रुटि अथवा दायित्व सिद्ध नहीं होता।

F. On 30.06.2026, respondent SDO has submitted Sundry Charge Order Bearing No. 60/293 dated 23.06.2026 and Detailed calculations in compliance of the Interim Order.

G. The hearing in the above matter was held on 30.06.2026 at 4:00 PM due to office exigency.

The reply dated 26.06.2026 submitted by the Respondent SDO along with the detailed calculations prepared by Sh. M.I. Khan (the then SDO/OP, Chhajpur) and the email dated 30.06.2026 sent by SDO/OP, Chhajpur forwarding Sundry Bill No. 60/293 dated 23.06.2026 showing a net payable amount of Rs. 55,991/- were taken on record.

After careful consideration, this Forum observes as under:

1. The reply submitted by Sh. M.I. Khan is only a preliminary response and does not fully comply with the specific directions issued by this Forum vide the Interim Order dated 11.06.2026**.**
2. It is further noted that Sh. M.I. Khan, the then SDO, was placed under suspension by the competent authority. Consequently, the said reply is held to be not legally tenable and is therefore not accepted.
3. During the course of the hearing, the Respondent SDO holding the charge informed the Forum that the sundry has since been prepared in accordance with the directions contained in the Interim Order dated 11.06.2026 and that the Appellant is satisfied with the same.

Directions:

In view of the above, the following directions are issued:

1. The Appellant is directed to file an affidavit of satisfaction (or otherwise) with respect to the compliance of the Interim Order dated 11.06.2026 within 7 days from the date of this order.
2. The Respondent SDO is directed to submit a detailed compliance report by way of an affidavit**,** confirming full implementation of all directions issued in the Interim Order dated 11.06.2026, within 7 days from the date of this order.

   Both parties are directed to strictly adhere to the above timelines.

The matter is reserved for final orders. No further adjournment shall be granted without compelling reasons. In case of non-compliance or non-appearance, appropriate orders including ex-parte proceedings shall be passed.

H. The consumer vide email dated 07.07.2026 (12:30:50 hours) has submitted that he has deposited 30,000/- of the bill finalized after the direction of Electricity ombudsman bearing reference no. 132529941 dated 25.06.2026 for an amount of Rs. 30,000/- and has agreed to deposit the balance before next date. Further he expressed satisfaction by the action taken by the respondent SDO/OP Chajjpur.

I. On 07.07.2026, respondent SDO has submitted details which is as under:-

In this connection, it is intimated that, as per your good office interim order dated 11.06.2026 have been complied with by the undersigned. The complainant's bill has been rectified vide SCAR No. 60/293 dated 23.06.2026 (copy enclosed), and the complainant has made a part payment of Rs. 30,000 on 25.06.2026. A cheque bearing No. 171869 dated 16.06.2026 for Rs.15, 000 has been issued to Smt. Rajesh as compensation (received copy enclosed). Regarding this matter, the complainant has submitted a letter of satisfaction/consent to this office (copy enclosed).

This is for your kind information and takes necessary action please.

Decision

Brief Facts of the Case

The present appeal arises out of the order dated 23.04.2026 passed by the Corporate Consumer Grievance Redressal Forum (CGRF), UHBVN Panchkula in Complaint No. 25 of 2026. The dispute pertains to the Appellant's electricity connection bearing Account No. 8625582000. Under the Surcharge Waiver Scheme introduced vide Sales Circular No. 06/2025 (valid from 11.05.2025 to 11.01.2026), the Appellant had deposited a sum of Rs. 44,073/- on 15.10.2025 vide Transaction No. 528899584903, which was squarely within the scheme period but in the account of UHBVN instead of the SDO Operation, S.Divn, Samalkha..

However, due to an internal failure on the part of the Respondent Department in reconciling and updating the consumer's ledger, the said amount was erroneously refunded to the Appellant's account on 17.01.2026 vide Transaction No. 601703187575. The CGRF dismissed the complaint on the ground that the Appellant had not maintained the payment as required under the scheme. Aggrieved thereby, the Appellant preferred the present appeal.

Interim Order dated 11.06.2026

After careful consideration of the pleadings, documents on record (including the bank statement showing the deposit and subsequent refund), and submissions made during the hearing held on 11.06.2026, this Forum had passed a detailed Interim Order observing *inter alia* as under:

1. There was clear negligence and delay on the part of the Respondent Department in reconciling the cash deposit and updating the consumer's ledger.
2. The deposit of Rs. 44,073/- made on 15.10.2025 was valid and in accordance with the Surcharge Waiver Scheme. The subsequent refund was an internal failure of the Respondent and could not be held against the Appellant.
3. Surcharge shall be leviable only on the current bills falling due after 17.01.2026. All surcharges levied for the period from 15.10.2025 to the date of the order (excluding the period from 17.01.2026 to 09.02.2026) shall be waived.
4. The Respondent was directed to reconcile the account by notionally treating the sum of Rs. 44,073/- as validly deposited on 15.10.2025, prepare a fresh billing ledger, pay compensation of Rs. 15,000/- to the Appellant, and submit a final reconciled statement within the stipulated timelines.

No coercive action was to be taken against the Appellant during pendency of compliance, except for the current undisputed bill post 17.01.2026.

Compliance Submitted by the Respondents

Pursuant to the directions contained in the Interim Order dated 11.06.2026, the Respondent SDO (OP), Chhajpur has today submitted:

- Sundry Charge Order bearing No. 60/293 dated 23.06.2026; and
- Detailed calculations in compliance of the Interim Order.

As per the reconciled statement and calculations submitted, the amount payable by the consumer after all adjustments, notional credit of Rs. 44,073/-, waiver of surcharge as directed and other adjustments has been worked out as Rs. 55991/-.

A reply was also received from the then SDO Operation, Sh. I.M. Khan. However, the same has not been considered, as it was found to be a preliminary reply not in consonance with the directions contained in the Interim Order. Moreover, the said officer is already under suspension, rendering his reply legally untenable in the present proceedings.

Appellant's Satisfaction

The consumer vide email dated 07.07.2026 (12:30:50 hours) has submitted that he has deposited 30,000/- of the bill finalized after the direction of Electricity ombudsman bearing reference no. 132529941 dated 25.06.2026 for an amount of Rs. 30,000/- and has agreed to deposit the balance before next date. Further he expressed satisfaction by the action taken by the respondent SDO/OP Chajjpur.

Respondents compliance

The respondent SDO vide his letter bearing memo no. 9287 dated 07.07.2026 has informed that the interim order dated 11.06.2026 has been complied with. The bill of the appellant has been rectified vide SCAR No. 60/293 dated 23.06.2026 and appellant has made a part payment of Rs. 30,000 on 25.06.2026.

A cheque bearing no. 171869 dated 16.06.2026 for Rs. 15,000/- has been issued to Smt. Rajesh as compensation. The consumer has submitted the satisfaction/consent to the office of the respondent.

Observations and Findings

This Forum notes with approval the prompt compliance by the present SDO (OP), Chhajpur in implementing the directions issued in the Interim Order. The reconciliation carried out and the sundry issued duly address the core grievance of the Appellant regarding erroneous refund and non-extension of the benefit of the Surcharge Waiver Scheme.

The negligence on the part of the Respondent Department, which led to prolonged litigation, has been adequately addressed through the compensation already directed and the waiver of surcharge. The Appellant having expressed satisfaction, no further adjudication on merits is required.

Order

In view of the above, and in light of the satisfaction expressed by the Appellant, the present Appeal No. 17 of 2026 is disposed of in the following terms:

1. The compliance submitted by the Respondents vide Sundry No. 60/293 dated 23.06.2026 along with the detailed calculations is accepted and taken on record.
2. The Appellant is directed to deposit the balance amount of Rs. 25991/- within next within 15 days from the date of issue of this order along with the latest current bill raised by the respondents (if any). Upon deposit, the account shall be updated accordingly to avail benefit.
3. The Respondents shall ensure that no further surcharge or penalty is levied on the reconciled amount and that the account of the Appellant is regularized forthwith upon receipt of payment.
4. The matter stands disposed of without any order.

The XEN (OP), Samalkha and SDO (OP), Chhajpur shall ensure strict compliance with this Final Order.
The appeal stands disposed of accordingly.
Both the parties to bear their own costs. File may be consigned to record.
Given under my hand on 8th July, 2026.

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

Dated: 08.07.2026

CC:

Memo No.1337-1344/EO/HERC/Appeal No.17/2026 Dated:08.07.2026

To

1. Smt. Rajesh W/o Sh. Rajbir VPO Risalu BPL colony Distt Panipat (M) 7700011004 (email vakshikaswami96@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), Panipat, 132 KV Sub Station, Gohana, Road Panipat (Email seoppanipat@uhbvn.org.in)
6. XEN (Operations), Samalkha, UHBVN, Near Jangra Dharamshala, Officers Colony, Samalkha (Email xenopsamalkha@uhbvn.org.in)
7. SDO/OP, Sub Division, UHBVN, Chhajpur 132 KV Sub Station, Chhajpur (Email sdoopchhajpur@uhbvn.org.in)