BEFORE THE HARYANA ELECTRICITY REGULATORY COMMISSION AT PANCHKULA

Case No. HERC/P. No. 25 of 2026

Date of Hearing	:	**07/09/2026**
Date of Order	:	**21/09/2026**

IN THE MATTER OF:

Complaint under Section 142, read with Section 146 & Section 149 of the Electricity Act,2003 & Regulation 2.32 of HERC (Corporate CGRF DBHVN & Ombudsman) Regulations,2020 for imposing penalty u/s 142 and institution of complaint u/s 146 of the Electricity Act, 2003 on account of non compliance of the order/ direction passed by Ld. Corporate Forum CGRF UHBVN for redressal of consumer grievances (CGRF) UHBVN Panchkula as well as continuing failure to comply with the direction(s) of order number 04/2025 dated 15.05.2025 by respondent(s) and for direction(s) to ensure strict compliance of the direction issued by the Corporate CGRF UHBVN Panchkula memo number ch-29/UH/CGRF/04/2025 to impose the penalty as per HERC (Standard of Performance of Distribution Licensee and Determination of Compensation) Regulation 2020 Schedule – ii Sub Clause 2 for non compliance of the order within stipulated time frame of 21 days.

Petitioner

Aggarwal Fibres P Ltd, Passina Kala Road, Near Vikas Nagar, Beholi, Panipat.

VERSUS

Respondent:
UHBVN through its:
1. SDO OP Sub Division Beholi, 132 KV S/Stn GT Road, Samalkha
2. XEN OP Division, Near Jangra Dharamshala Colony, Samalkha

Present
On behalf of the Petitioner
Sh. Akshay Gupta, Advocate

On behalf of the Respondent.
1. Sh. Raghujeet Singh Madan, Advocate
2. Ms. Aerika Singh, Advocate
3. Sh. Lovepreet Singh, Advocate
4. Sh. Ankit Aggarwal, Advocate
5. Sh. Anil Kumar, SDO, UHBVN
6. Sh. Kamal Deep, UHBVN

QUORUM

Shri Mukesh Garg, Chairman
Shri Shiv Kumar, Member

ORDER

1. **Petition:**

1.1 That Aggarwal Fibers Private Limited is a company duly incorporated under the provisions of the Companies Act, having its registered office at Passina Kala Road, near Vikas Spinning Mill, Beholi, Panipat, Haryana – 132103."

1.2 That Mr. Akash Aggarwal (hereinafter referred to as the 'Complainant/Petitioner'), being a Director of the Company and duly authorized, filed a petition on behalf of the Company before the Consumer Grievance Redressal Forum (Corporate CGRF) on 09.01.2025, inter alia, praying as under:

i. Declare the action of the respondent for non-following the instruction of the Nigam as illegal, arbitrary and unjustified and:
ii. Direct the respondent to refund the difference of tariff applicable to connection connected on 33 Kv and tariff charged to complainant in actual till April-2018 i.e 10 paisa per reading with 18% P/a interest from the period this was due i.e April-18 till realization.
iii. Direct the respondent to refund the MC tax amounting to Rs. 199266 charged for the period July-2017 to April-18 with 18% P/a interest from the period this was due i.e April-18 till realization.
iv. Direct the respondent to pay the interest on the TOU-TOD rebate for the period 2017-2018 given to complainant in 2019 instead of 2017.
v. Direct the respondent to give complete refund of TOU-TOD rebate for the period 2018-2019.
vi. Direct the respondent to refund the FSA charged on bill issued in Aug-2021 with 18% P/A interest.
vii. Direct the respondent to refund the interest on ACD with penal interest as instruction of Nigam.
viii. Direct respondent to refund the fix charges excess charged with 18% P/A interest.
ix. Pass any other or further order which this Hon'ble Forum deems fit and proper in the facts and circumstances of the case in favour of complainant in the interest of Justice.

1.3 That the Corporate Consumer Grievance Redressal Forum, UHBVN, Panchkula, vide order dated 15.05.2025, disposed of the case, and the operative part of the order reads as under:
After examining the reply of the Respondent SDO, the record available on the file and hearing both the parties, the Forum has observed that

i. The difference of tariff applicable to connection connected on 33 KV & tariff charged from July, 2017 to April, 2018 @ 10 paisa per KVAH, case for adjustment of amount to the tune of Rs. 271994/- has been prepared and stands sent to CBO, Panchkula.

ii. Sundry for refund of Municipal Tax amounting to Rs. 202252/- along with surcharge has been prepared and stands sent to CBO, Panchkula.
iii. Regarding FSA amount charged for the months of August, 2L to October, 2021, sundry for adjustment of amount to the tune of Rs. 490353/- has been prepared and stands sent to the CBO, Panchkula.
iv. Sundry of Rs. 44783/- against fixed charges duly charged for the period April, 2021to July, 2021 by the Sub-Division @ Rs, 170l- per KVA instead of Rs. 165/- per KVA, has been prepared and stands sent to the CBO, Panchkula.
v. Interest on ACD for the period 2020 to 2024 has already been paid to the complainant as per detail given in the table. So far as the interest on ACD for the period 2017 to 2019 has not been calculated and also not supplied for which the Forum directs SDO/Respondent to get the same calculated and the same may also be refunded/adjusted in the account of the complainant, as per norms of the Nigam.

S.No	Initial ACD Amount Deposited	Year	Interest	Date of interest paid
1	20,00,000	2017		
2		2018		
3		2019		
4		2020	1,25,342	31.03.20
5		2021	93,000	01.08.21
6		2022	85,000	30.04.22
7		2023	1,86,918	04.04.23
8		2024	4,76,089	09.06.24

vi. Regarding refund of amount against TOD-TOU rebate for the period Oct. 2018 to march,2019 for peak load hours, rebate has already been given to the complainant for Rs. 755755/- and charging amount to the tune of Rs. 658021/- for sum of peak hour for the period Oct-2018 to March-2019 which was reflected in bill issued on dated 19.03.2019 and net amount refunded to consumer was Rs. 97734/-.
vii. SDO/Respondent is directed to give complete due refund of TOU-TOD rebate for the period 2017-2018 and 2018-2019 as per Nigam's Sales Circular.
So far as payment of interest against delayed payment @ 18% per annum, as claimed by the complainant is concerned, the Forum is of the considered opinion that for delayed payment, rate of interest be given as determined by the Reserve Bank of India on 1st April of each year or as per revision made by the Nigam from time to time.

1.4 That the Consumer Grievance Redressal Forum, UHBVN, Panchkula, vide its order dated 15.05.2025, issued clear and specific directions to the Respondent to comply with the findings of the said order within a period of 21 days. Accordingly, the Respondent was bound to implement the directions and submit a compliance report on or before

16.06.2025; however, the Respondent has failed to comply with the said directions within the stipulated time.”

1.5 That as per the statement furnished by the Respondent and the findings recorded in the order, the total refundable amount comes to ₹47,76,282/-

As tabulated below in Table A

Table A

S.No	Description	Amount Refundable	Ramark
1	Diffrence of tarrif	271994	As per Sdo reply
2	MC Tax	202252	As per Sdo reply
3	FSA	490353	As per Sdo reply
4	Fixed Charges	44783	As per Sdo reply
5	Interest on ACD	871900	As per Sdo reply
6	TOU TOD Reabte	2895000	As per order, Tod rebate- 1776074 , interest 1118926
	Total	4776282	

However, the Respondent, vide electricity bill dated 10.07.2025, has adjusted only a sum of ₹9,07,714/- without providing any calculation, basis, or head-wise breakup to the Complainant.

1.6 It is further submitted that upon visiting the office of the Respondent, the Complainant was informally apprised that out of the said amount, approximately ₹4.5 lakhs pertains to interest on ACD for the current year, and the remaining amount of approximately ₹4.5 lakhs has been adjusted against the CGRF order. Such adjustment is wholly arbitrary, non-transparent, and contrary to the directions of the CGRF, as no supporting calculation, justification, or documentary proof has been provided to substantiate the same. The conduct of the Respondent clearly reflects non-compliance of the CGRF order in its true spirit.

1.7 That although a bill was issued in the month of Aug, 2025, the adjustment was not carried out in accordance with the CGRF order dated 15.05.2025. It is further submitted that even thereafter, up to March, 2026, the said order has not been complied with in toto by the Respondents, thereby clearly establishing continued and wilful non-compliance of the directions issued by the Hon’ble Forum.”

1.8 That despite the clear and specific directions issued by the Corporate Consumer Grievance Redressal Forum, UHBVN, Panchkula, the Respondents have failed to comply with the directions contained in the order dated 15.05.2025 and have not adjusted/refunded the due amount in accordance with the said order.

1.9 The respondent should comply with the order passed by Corporate CGRF UHBVN within 21 days i.e. by 16-06-2025 but respondent failed to comply with the order and direction(s) given by the Corporate CGRF UHBVN Panchkula.

1.10 That the respondent has failed to comply with the order passed by Ld. Corporate CGRF UHBVN Panchkula and forced complainant petitioner to file the complaint Before Hon'ble HERC under Section 142 Read with Section 146 & Section 149 of Electricity Act-2003 for non-compliance of order passed by Ld. Corporate CGRF UHBVN Panchkula dated 15.05.2025.

1.11 *Electricity Act, 2003- Section 142 "Punishment for Non-Compliance of directions by Appropriate Commission): in case any complaint is filed before the Appropriate Commission by any person or if that Commission by any person or if that Commission is satisfied that any person has contravened any of the provisions of this Act or the rules or regulations made, thereunder; or any direction issued by the Commission, the Appropriate Commission may after giving such person an opportunity of being heard in the matter, by order in writing, direct that, without prejudice to any other penalty to which he may be liable under this Act, such person shall pay, by way of penalty, which shall not exceed One Lakh Rupees for each contravention and in case if a continuing failure with an additional penalty which may extend to Six Thousand rupees for every day during which the failure continues after contravention of the first direction.*

1.12 *Section 146: "Punishment for Non-Compliance of orders or directions- Whoever, fails to comply with any order or direction given under this Act, within such time as may be specified in the said order or direction or contravenes or attempts or abets the contravention of any of the provisions of this Act or any rules or regulations made thereunder, shall be punishable with imprisonment for a term which may extend to three months or with fine which may extend to one lakh rupees, with both in respect of each offence and in the case of continuing failure, with an additional file which may extend to five thousand rupees for every day during which the failure continues after conviction of the first such offence:*

(Provided that nothing contained in this section shall apply to the orders, instructions or directions issued under section 121.)

Section 149 (1) Where an offence under this act has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly: (2) Provided that nothing contained in this sub-section shall render any such person liable to any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.

(3) Not withstanding anything contained in sub-section (1), where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having

committed such offence and shall be liable to be proceeded against and punished accordingly.

1.13 *Regulation 2.32 of HERC (Corporate CGRF DBHVN and Ombudsman) Regulations, 2020 (Regulation2.32):*

"The decisions of the Corporate CGRF DBHVN will be recorded and duly supported by reasons. The Order of the Corporate CGRF DBHVN will be communicated to the complainant and the licensee in writing within 7 days of the passing of the Order. The licensee shall comply with the order of the Corporate CGRF UBHVN within 21 days from the date of receipt of the order. In appropriate cases, considering the nature of the case, the Corporate CGRF UHBVN, upon the request of the licensee, may extend the period for compliance of its order up to a maximum of three months. The aggrieved consumer may approach the Ombudsman who will provide the consumer as well as the licensee an opportunity of being heard and decide the appeal.

1.14 In case of non-compliance of the order of the appropriate Corporate CGRF DBHVN, the aggrieved consumer may approach the Commission who will provide the consumer as well as the Licensee an opportunity of being heard. The Commission may initiate proceedings under section 142 of the Act for violation of the Regulations framed by the Commission."

1.15 That as per HERC (Standard of Performance of Distribution Licensee and determination of compensation) Regulation, 2020 Schedule – II Sub Clause 20 provides that in case of compliance of CGRF is not made within the time framed defined in such order or the regulations specified by the commission in this regard, the compensation of Rs.100/- per day or part thereof is payable.

1.16 That as per HERC Fee Regulation, Court Fee Rs, 50,000 (Fifty Thousand) is deposited.

Prayer: -

It is, therefore, most humbly prayed that considering the submissions brought out above, this Hon'ble Commission may kindly be pleased to:

i. Institution of complaint under Section 142 RW Section 146 of Electricity Act,2003 for failure to comply with the order / direction passed by the Ld. CGRF on dated 15.05.2025 as well as continuing failure to comply with the directions against the respondent(s).

ii. Direct the respondent(s) to comply with the direction(s) given Corporate CGRF UHBVN vide order dated 15.05.2025 and adjust the due refund as per order.

iii. To impose penalty of Rs. 1 Lakh on respondent(s) under Section 142 of Electricity Act 2003 for failure to comply with the order / direction passed by Ld. CGRF on 15.05.2025 as well as continuing failure to comply with the directions and adjust/ refund the dues to the complainant.

iv. To direct the respondent(s) to pay compensation @ Rs.100/ Day for non-compliance of order passed by CGRF within 21 days.

v. To award the penalty imposed on respondent(s) in favor of the complainant- petitioner.

vi. Direct respondent(s) to pay Rs. 10,00,000/- (Rs. Ten Lac only) as court fee and litigation expenses.

vii. To allow any other relief as deemed fit by the Hon'ble Commission.

2. The case was heard on 24/04/2026. Sh. Anil Kumar, SDO submitted that the CGRF order has been complied except for one direction pertaining to ACD Interest. Sh. Akshay Gupta Counsel for the petitioner submitted that the order has not been complied in toto. Commission noted with concern the absence of the Respondent XEN and decides to impose a cost of Rs. 25,000/- and issue a Show Cause Notice u/s 142 of Electricity Act 2003. The Commission observes that the order has not been complied with in stipulated time Further, the SDO was unable to address the queries of the Commission. The concerned SE is directed to explain the mechanism in place / followed to ensure the implementation of CGRF / EO / Commission / Court order on next date of hearing. The Commission further directs the respondents to submit the compliance report on next date of hearing. The Concerned SE, XEN and SDO to remain present on next date of hearing. The MD, UHBVN is directed to adopt the SoP framed by DHBVN in compliance to directions of the Commission for implementation of CGRF / EO / Commission / Court order effectively.

3. **Compliance report submitted by respondent on 20/05/2026.**

I, Anil Kumar, presently working as SDO, Sub-Division, Beholi, Panipat, Uttar Haryana Bijli Vitran Nigam Limited (UHBVNL), respectfully submits as under:

3.1 That present affidavit is being filed on behalf of the Respondents w.r.t. to the compliance of the order passed by the Ld. CGRF dated 15.05.2025.

3.2 That the present petition has been filed under Sections 142, 146 and 149 of the Electricity Act, 2003 alleging non-compliance of the order dated 09.01.2025 passed by the Ld. Corporate Forum for Redressal of Consumer Grievances, Panchkula in Complaint No. 04/2025.

3.3 That the Ld. Corporate Forum for Redressal of Consumer Grievances, Panchkula vide order dated 09.01.2025 directed the Respondents as under:

"…
the Forum has observed that:
i.) The difference of tariff applicable to connection connected on 33KV & tariff charged from July, 2017 to April, 2018 @ 10 Paisa per KVAH, case for adjustment of amount to the tune of Rs. 271994/- has been prepared and stands sent to CBO, Panchkula.
ii) Sundry for refund of Municipal Tax amounting to Rs. 202252/- along with surcharge has been prepared and stands sent to CBO, Panchkula.

iii) Regarding FSA amount charged for the months of August, 21 to October, 2021, sundry for adjustment of amount to the tune of Rs. 490353/- has been prepared and stands sent to the CBO, Panchkula
iv) Sundry of Rs. 44783/- against fixed charges duly charged for the period April, 2021 to July, 2021 by the Sub-Division @Rs. 170/- per KVA instead of Rs. 165/- per KVA, has been prepared and stands sent to the CBO, Panchkula.
v) Interest on ACD for the period 2020 to 2024 has already been paid to the complainant as per detail given in the table. So far as the interest on ACD for the period 2017 to 2019 has not been calculated and also not supplied for which the Forum directs SDO/Respondent to get the same calculated and the same may also be refunded/adjusted in the account of the complainant, as per the norms of the Nigam.

Sr. No.	*Initial ACD Amount deposited*	*Year*	*Interest*	*Date of Interest Paid on*
	20,00,000/-	*2017*		
		2018		
		2019		
		2020	*1,25,342/-*	*31.03.2020*
		2021	*93,000/-*	*01.08.2021*
		2022	*85,000/-*	*30.04.2022*
		2023	*1,86,918/-*	*04.04.2023*
		2024	*4,76,039/-*	*09.06.2024*

vi.) Regarding refund of amount against TOD-TOU rebate for the period Oct. 2018 to March, 2019 for peak load hours, rebate has already been given to the complainant for Rs. 755755/- and charging amount to the tune of Rs. 658021/- for sum of peak hour for the period Oct-2018 to March-2019 which was reflected in bill issued on dated 19.03.2019 and net amount refunded to consumer was Rs. 97794/-.
vii.) SDO/Respondent is directed to give complete due refund of TOU-TOD rebate for the period 2017-2018 and 2018-2019 as per Nigam's Sales Circular.
So far as payment of interest against delayed payment @18% per annum, as claimed by the complainant is concerned, the Forum is of the considered opinion that for delayed payment, rate of interest be given as determined by the Reserve Bank of India on 1st April of each year or as per revision made by the Nigam from time to time.
The Forum further directs SDO/Respondent Panchkula for adjustment that the cases sent to CBO, of the above said amount, the matter may be pursued vigorously at his end and the needful may be got done within 21 days and corrected bill after adjustment of the whole amount must be served to the complainant within 21 days without fail.
Therefore, the case is disposed of without cost to either of the parties."

3.4 That a perusal of the above shows that a total of seven (7) compliances were to be made by the Answering Respondent. The point/compliance-wise submission is as under:

a. First (i) and the second (ii) compliance as per Ld. CGRF's order is reproduced below:

"i.) The difference of tariff applicable to connection connected on 33KV & tariff charged from July, 2017 to April, 2018 @ 10 Paisa per KVAH, case for adjustment of amount to the tune of Rs. 271994/- has been prepared and stands sent to CBO, Panchkula.
ii) Sundry for refund of Municipal Tax amounting to Rs. 202252/- along with surcharge has been prepared and stands sent to CBO, Panchkula."
The amount of Rs.*271994/- + Rs. 202252/-* comes to Rs.4,74,246/-. The same along with surcharge/ interest stands reflected in Bill dated 10.07.2025. A copy of the bill dated 10.07.2025 is annexed. It is pertinent to It is submitted that the amount of Rs.9,07,714/- stands refunded. The calculation of which is as under:

Sl.	Point/ Compliance no. (i) of the Order passed by Ld. CGRF	
1	Principal Amount- tariff *charged from July 2017 to April 2018 @ 10 Paisa per KVAH*	Rs.2,65,800/-
2	Interest on the principal amount for the period from July 2017 to April 2018 @ 1.5% as per Sales Circular 07/2016.	Rs.6,194/-
3	Total	Rs.2,71,994/- (As recorded in the order of Ld. CGRF)
Point/ Compliance no. (ii) of the Order passed by Ld. CGRF		
4	Principal Amount- Refund of Municipal Tax (July 2017 to April 2018)	Rs.1,99,263/-
5	Interest on the principal amount for the period from July 2017 to April 2018 @ 1.5% as per Sales Circular 07/2016	Rs.2,989/-
6	Total Amount	Rs. 2,02,252/-
Interest on ACD for the FY 2024-25 (It is pertinent to mention here that the interest on ACD for the period 2020 to 2024 has already been paid to the complainant, as have been recorded at point (v) of the Ld. CGRF's Order)		
7.	Interest @6.75%	Rs.4,28,432/-
Other Amount Refunded		
8.	TDS Refund	Rs.5,036/-
	Total of (3 + 6 +7 +8) =	Rs.9,07,714/-

It is pertinent to mention here that as per the order of Ld. CGRF, interest was liable to be granted to the Petitioner at the RBI rate of interest. The interest calculated on the aforesaid Principal of Excess charge of Energy Charges (SOP) for the period from July 2017 to April 2018 is as under:

Month-Year	Financial Year	Date of Payment	Financial Year Ending	Days	RBI Repo Rate	Amount refund for excess energy charges 02-07-25	Interest amount
Aug-17	2017-2018	24-08-2017	31-03-2018	220	6.25%	30360	1143.699
	2018-2019	01-04-2018	31-03-2019	365	6%		1821.6

Month-Year	Financial Year	Date of Payment	Financial Year Ending	Days	RBI Repo Rate	Amount refund for excess energy charges 02-07-25	Interest amount
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1897.5
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1335.84
	2021-2022	01-04-2021	31-03-2022	365	4%		1214.4
	2022-2023	01-04-2022	31-03-2023	365	4%		1214.4
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1973.4
	2024-2025	01-04-2024	31-03-2025	365	6%		1821.6
	2025-2026	01-04-2025	01-07-2025	92	6%		459.143
Sep-17	2017-2018	25-09-2017	31-03-2018	188	6.25%	36172.8	1164.467
	2018-2019	01-04-2018	31-03-2019	365	6%		2170.368
	2019-2020	01-04-2019	31-03-2020	365	6.25%		2260.8
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1591.603
	2021-2022	01-04-2021	31-03-2022	365	4%		1446.912
	2022-2023	01-04-2022	31-03-2023	365	4%		1446.912
	2023-2024	01-04-2023	31-03-2024	365	6.50%		2351.232
	2024-2025	01-04-2024	31-03-2025	365	6%		2170.368
	2025-2026	01-04-2025	01-07-2025	92	6%		547.0517
Oct-17	2017-2018	23-10-2017	31-03-2018	160	6.25%	44436	1217.425
	2018-2019	01-04-2018	31-03-2019	365	6%		2666.16
	2019-2020	01-04-2019	31-03-2020	365	6.25%		2777.25
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1955.184
	2021-2022	01-04-2021	31-03-2022	365	4%		1777.44
	2022-2023	01-04-2022	31-03-2023	365	4%		1777.44
	2023-2024	01-04-2023	31-03-2024	365	6.50%		2888.34
	2024-2025	01-04-2024	31-03-2025	365	6%		2666.16
	2025-2026	01-04-2025	01-07-2025	92	6%		672.0184
Nov-17	2017-2018	22-11-2017	31-03-2018	130	6.25%	40857.6	909.5014
	2018-2019	01-04-2018	31-03-2019	365	6%		2451.456
	2019-2020	01-04-2019	31-03-2020	365	6.25%		2553.6
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1797.734
	2021-2022	01-04-2021	31-03-2022	365	4%		1634.304
	2022-2023	01-04-2022	31-03-2023	365	4%		1634.304
	2023-2024	01-04-2023	31-03-2024	365	6.50%		2655.744
	2024-2025	01-04-2024	31-03-2025	365	6%		2451.456
	2025-2026	01-04-2025	01-07-2025	92	6%		617.9012
Dec-17	2017-2018	21-12-2017	31-03-2018	101	6.25%	46476	803.7801
	2018-2019	01-04-2018	31-03-2019	365	6%		2788.56
	2019-2020	01-04-2019	31-03-2020	365	6.25%		2904.75
	2020-2021	01-04-2020	31-03-2021	365	4.40%		2044.944
	2021-2022	01-04-2021	31-03-2022	365	4%		1859.04
	2022-2023	01-04-2022	31-03-2023	365	4%		1859.04

Month-Year	Financial Year	Date of Payment	Financial Year Ending	Days	RBI Repo Rate	Amount refund for excess energy charges 02-07-25	Interest amount
	2023-2024	01-04-2023	31-03-2024	365	6.50%		3020.94
	2024-2025	01-04-2024	31-03-2025	365	6%		2788.56
	2025-2026	01-04-2025	01-07-2025	92	6%		702.8699
Jan-18	2017-2018	23-01-2018	31-03-2018	68	6.25%	43298.4	504.1595
	2018-2019	01-04-2018	31-03-2019	365	6%		2597.904
	2019-2020	01-04-2019	31-03-2020	365	6.25%		2706.15
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1905.13
	2021-2022	01-04-2021	31-03-2022	365	4%		1731.936
	2022-2023	01-04-2022	31-03-2023	365	4%		1731.936
	2023-2024	01-04-2023	31-03-2024	365	6.50%		2814.396
	2024-2025	01-04-2024	31-03-2025	365	6%		2597.904
	2025-2026	01-04-2025	01-07-2025	92	6%		654.8142
Feb-18	2017-2018	26-02-2018	31-03-2018	34	6.25%	43423.2	252.8063
	2018-2019	01-04-2018	31-03-2019	365	6%		2605.392
	2019-2020	01-04-2019	31-03-2020	365	6.25%		2713.95
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1910.621
	2021-2022	01-04-2021	31-03-2022	365	4%		1736.928
	2022-2023	01-04-2022	31-03-2023	365	4%		1736.928
	2023-2024	01-04-2023	31-03-2024	365	6.50%		2822.508
	2024-2025	01-04-2024	31-03-2025	365	6%		2605.392
	2025-2026	01-04-2025	01-07-2025	92	6%		656.7015
Mar-18	2018-2019	26-04-2018	31-03-2019	340	6%	44253.6	2473.352
	2019-2020	01-04-2019	31-03-2020	365	6.25%		2765.85
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1947.158
	2021-2022	01-04-2021	31-03-2022	365	4%		1770.144
	2022-2023	01-04-2022	31-03-2023	365	4%		1770.144
	2023-2024	01-04-2023	31-03-2024	365	6.50%		2876.484
	2024-2025	01-04-2024	31-03-2025	365	6%		2655.216
	2025-2026	01-04-2025	01-07-2025	92	6%		669.2599
Apr-18	2018-2019	26-04-2018	31-03-2019	340	6%	40500.8	2263.606
	2019-2020	01-04-2019	31-03-2020	365	6.25%		2531.3
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1782.035
	2021-2022	01-04-2021	31-03-2022	365	4%		1620.032
	2022-2023	01-04-2022	31-03-2023	365	4%		1620.032
	2023-2024	01-04-2023	31-03-2024	365	6.50%		2632.552
	2024-2025	01-04-2024	31-03-2025	365	6%		2430.048
	2025-2026	01-04-2025	01-07-2025	92	6%		612.5052
							148612.5

	6194

Already refundable surcharge amount in sundry no. 46/129	
Total refundable amount	142418.4724
TDS Charge amount @10%	14241.84724
Net Refundable amount	128176.6251

It is further submitted that as per the order of Ld. CGRF, interest was liable to be granted to the Petitioner at the RBI rate of interest. The interest calculated on the aforesaid Principal of Excess charge of Municipal Tax from the period of July 2017 to April 2018 is as under:

Month-Year	Financial Year	Date of Payment/ Start Financial Year	Financial Year Ending	Days	RBI Repo Rate	Amount refund for Interest on excess of Municipal Tax 02-07-2025	Interest amount
Aug-17	2017-2018	25-09-2017	31-03-2018	220	6.25%	15162	571.171233
	2018-2019	01-04-2018	31-03-2019	365	6%		909.72
	2019-2020	01-04-2019	31-03-2020	365	6.25%		947.625
	2020-2021	01-04-2020	31-03-2021	365	4.40%		667.128
	2021-2022	01-04-2021	31-03-2022	365	4%		606.48
	2022-2023	01-04-2022	31-03-2023	365	4%		606.48
	2023-2024	01-04-2023	31-03-2024	365	6.50%		985.53
	2024-2025	01-04-2024	31-03-2025	365	6%		909.72
	2025-2026	01-04-2025	01-07-2025	92	6%		229.299288
Sep-17	2017-2018	23-10-2017	31-03-2018	188	6.25%	18074	581.834247
	2018-2019	01-04-2018	31-03-2019	365	6%		1084.44
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1129.625
	2020-2021	01-04-2020	31-03-2021	365	4.40%		795.256
	2021-2022	01-04-2021	31-03-2022	365	4%		722.96
	2022-2023	01-04-2022	31-03-2023	365	4%		722.96
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1174.81
	2024-2025	01-04-2024	31-03-2025	365	6%		1084.44
	2025-2026	01-04-2025	01-07-2025	92	6%		273.338301
Oct-17	2017-2018	22-11-2017	31-03-2018	160	6.25%	22122	606.082192
	2018-2019	01-04-2018	31-03-2019	365	6%		1327.32
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1382.625
	2020-2021	01-04-2020	31-03-2021	365	4.40%		973.368
	2021-2022	01-04-2021	31-03-2022	365	4%		884.88
	2022-2023	01-04-2022	31-03-2023	365	4%		884.88
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1437.93
	2024-2025	01-04-2024	31-03-2025	365	6%		1327.32
	2025-2026	01-04-2025	01-07-2025	92	6%		334.55737
Nov-17	2017-2018	21-12-2017	31-03-2018	130	6.25%	20307	452.039384
	2018-2019	01-04-2018	31-03-2019	365	6%		1218.42

Month-Year	Financial Year	Date of Payment/ Start Financial Year	Financial Year Ending	Days	RBI Repo Rate	Amount refund for Interest on excess of Municipal Tax 02-07-2025	Interest amount
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1269.1875
	2020-2021	01-04-2020	31-03-2021	365	4.40%		893.508
	2021-2022	01-04-2021	31-03-2022	365	4%		812.28
	2022-2023	01-04-2022	31-03-2023	365	4%		812.28
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1319.955
	2024-2025	01-04-2024	31-03-2025	365	6%		1218.42
	2025-2026	01-04-2025	01-07-2025	92	6%		307.108603
Dec-17	2017-2018	23-01-2018	31-03-2018	101	6.25%	23227	401.699829
	2018-2019	01-04-2018	31-03-2019	365	6%		1393.62
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1451.6875
	2020-2021	01-04-2020	31-03-2021	365	4.40%		1021.988
	2021-2022	01-04-2021	31-03-2022	365	4%		929.08
	2022-2023	01-04-2022	31-03-2023	365	4%		929.08
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1509.755
	2024-2025	01-04-2024	31-03-2025	365	6%		1393.62
	2025-2026	01-04-2025	01-07-2025	92	6%		351.268603
Jan-18	2017-2018	26-02-2018	31-03-2018	68	6.25%	21649	252.077397
	2018-2019	01-04-2018	31-03-2019	365	6%		1298.94
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1353.0625
	2020-2021	01-04-2020	31-03-2021	365	4.40%		952.556
	2021-2022	01-04-2021	31-03-2022	365	4%		865.96
	2022-2023	01-04-2022	31-03-2023	365	4%		865.96
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1407.185
	2024-2025	01-04-2024	31-03-2025	365	6%		1298.94
	2025-2026	01-04-2025	01-07-2025	92	6%		327.404055
Feb-18	2018-2018	26-02-2018	21-03-2018	34	6.25%	21639	125.980479
	2018-2019	01-04-2018	31-03-2019	365	6%		1298.34
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1352.4375
	2020-2021	01-04-2020	31-03-2021	365	4.40%		952.116
	2021-2022	01-04-2021	31-03-2022	365	4%		865.56
	2022-2023	01-04-2022	31-03-2023	365	4%		865.56
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1406.535
	2024-2025	01-04-2024	31-03-2025	365	6%		1298.34
	2025-2026	01-04-2025	01-07-2025	92	6%		327.252822
Mar-18	2018-2019	26-04-2018	31-03-2019	340	6%	22112	1235.84877
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1382
	2020-2021	01-04-2020	31-03-2021	365	4.40%		972.928
	2021-2022	01-04-2021	31-03-2022	365	4%		884.48
	2022-2023	01-04-2022	31-03-2023	365	4%		884.48
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1437.28

Month-Year	Financial Year	Date of Payment/ Start Financial Year	Financial Year Ending	Days	RBI Repo Rate	Amount refund for Interest on excess of Municipal Tax 02-07-2025	Interest amount
	2024-2025	01-04-2024	31-03-2025	365	6%		1326.72
	2025-2026	01-04-2025	01-07-2025	92	6%		334.406137
Apr-18	2018-2019	26-04-2018	31-03-2019	340	6%	22214	1241.54959
	2019-2020	01-04-2019	31-03-2020	365	6.25%		1388.375
	2020-2021	01-04-2020	31-03-2021	365	4.40%		977.416
	2021-2022	01-04-2021	31-03-2022	365	4%		888.56
	2022-2023	01-04-2022	31-03-2023	365	4%		888.56
	2023-2024	01-04-2023	31-03-2024	365	6.50%		1443.91
	2024-2025	01-04-2024	31-03-2025	365	6%		1332.84
	2025-2026	01-04-2025	01-07-2025	92	6%		335.948712
Total Refundable amount							74917.8286

Already refundable surcharge amount in sundry no. 46/129	2989
Total refundable amount	71928
TDS Charge amount @10%	7192.8
Net Refundable amount	64735.2

It is submitted that the sundry was approved on 02.07.2025. As such, the principal amount stands paid on 02.07.2025. As such the interest on principal amount is calculated up to 02.07.2025.

b. Further, insofar as compliance/ point no. (iii) is concerned, the Ld. CGRF had directed as under:
"iii) Regarding FSA amount charged for the months of August 21 to October, 2021, sundry for adjustment of amount to the tune of Rs. 490353/- has been prepared and stands sent to the CBO, Panchkula."
It is submitted that though the sundry for aforesaid amount of Rs.*490353/-* was sent to the CBO on 27.03.2025 i.e. during the pendency of the case before the Ld. CGRF, however, the said amount was not refundable to the Petitioner. In this regard, the screenshot of the Complaint Manager Tool (CM Tool) is annexed wherein it had been stated that the refund already stands given to the Petitioner. The refund is reflected in the Bill dated 14.10.2021. A copy of the bill dated 14.10.2021 is annexed Further, the amount of refund was also incorrectly calculated in the sundry dated 27.03.2025. The correct amount is Rs.79,555/-. (This amount is inclusive of Rs.58,449 i.e. the FSA for the period from 01.08.2021 to 01.09.2021).

It is submitted that further another sundry amounting to Rs.2,18,092/- was prepared by the Answering Respondent relating to the FSA for the period 01.07.2021 to 01.08.2021 (i.e. period of one month). The said Sundry was sent to the CBO office on 04.05.2026. The amount of Rs. 2,18,092/- was calculated as shown in the bill dated 12.08.2021, annexed.

At this stage, it is submitted that a Sale Circular No. U FSA-28/2021 dated 10.08.2021 was issued whereby- *"It had been decided to discontinue the levy of FSA henceforth till further orders."* As such, the refund of FSA charged for in the bill for the time period 01.07.2021 to 01.08.2021 i.e Rs.2,18,092/- was not payable. The CBO office had objected to the same and stated – *"No FSA refunded as per Circular for the Bill period 1.07.2021 to 01.08.2021."* A copy of the Sales Circular No. U FSA-28/2021 dated 10.08.2021 is annexed. Further, the screenshot of the CM Tool wherein the remarks of CBO that FSA is not-payable is annexed.

c. Further, insofar as the point/compliance no. four (iv) of Ld. CGRF's order is concerned, it has been directed as under:

"iv) Sundry of Rs. 44783/-_against fixed charges duly charged for the period April, 2021 to July, 2021 by the Sub-Division @Rs. 170/- per KVA instead of Rs. 165/- per KVA, has been prepared and stands sent to the CBO, Panchkula."

As per Sales Circular No. U-08/2021, as per which the tariff was changed i.e. the fixed charges were reduced from Rs. 170/- KVA to Rs.165/-. As such the same was refunded for the period April, 2021 to July 2021. The refund of same is reflected in the Bill dated 11.06.2022, annexed. The calculation is as under:

1.	Principal Amount to be refunded	44119.8/-
2.	April, 2021	10849.173/-
	May, 2021	11210.816/-
	June, 2021	10849.173/-
	July, 2021	11210.816/-
	TOTAL AMOUNT	44119.978/-
	Excess refund	362.2/-
	TOTAL	*Rs. 44482/-*

It is pertinent to mention here that as per the order of Ld. CGRF, interest was liable to be granted to the Petitioner at the RBI rate of interest. The interest calculated on the aforesaid Principal is as under:

3.	Pending Interest	Amount
	April, 2021	461/-
	May, 2021	407.81/-
	June, 2021	388/-
	July, 2021	338.85/-
	TOTAL	1594-/
	(-) Excess refund amount in the bill of 11-06-22	362.2-
	Net refund amount	1232.19-/

It is submitted that the amount was refunded and reflected in Bill for June 2022. As such, the principal amount stands paid on 11.06.2022.

As such the interest on principal amount is calculated up to 11.06.2022.

d. Insofar as point/compliance no. five (v) of Ld. CGRF's order is concerned, the same has been refunded as under:

M/S Aggarwal Fibres (P) LTD (5232011000)										
Sr. No.	Financial Year	Rate of Interest	Amount	ACD Principle amount	Date on which ACD interest refund was given by UHBVN	Delay Days	Interest on Security	ACD Interest	18% Delay Interest	
1	2017-2018	6.75	U-44/2017	2000000	Not Paid till 26-04-2026	2947		108740	158033.48	575483.1
2	2018-2019	6.25	U-08/2018	2000000	Not Paid till 26-04-2026	2582		125000	159164.38	
3	2019-2020	6.25	U-22/2019	2000000	31/03/2020	0	1,25,342.47		0	
4	2020-2021	4.65	U-15/2020	2000000	01/08/2021	122	93,000.00		5595.29	
5	2021-2022	4.25	U-16/2021	2000000	30/04/2022	29	85,000.00		1215.62	
6	2022-2023	4.25	U-10/2022	7052391.03	04/04/2023	3	1,86,918.16		1536.31	
7	2023-2024	6.75	U-08/2023	7052391.03	09/06/2024	69	4,76,036.39		16198.28	
Total Interest given from 2017 to 2019 & 18% Delay Interest from 2017 to 2024 (10-06-2017 to 26-04-2026)								233739.7	341743.4	

e. Insofar as the point/ compliance no. six (vi) and seven (vii) of Ld. CGRF's order is concerned, the Ld. CGRF had directed as under:

"vi) Regarding refund of amount against TOD-TOU rebate for the period Oct. 2018 to March, 2019 for peak load hours, rebate has already been given to the complainant for Rs. 7,55,755/- and charging amount to the tune of Rs. 658021/- for sum of peak hour for the period Oct-2018 to March-2019 which was reflected in bill issued on dated 19.03.2019 and net amount refunded to consumer was Rs. 97,794/-.

vii.) SDO/Respondent is directed to give complete due refund of TOU-TOD rebate for the period 2017-2018 and 2018-2019 as per Nigam's Sales Circular."

It is submitted that insofar as the period of 2017-2018 is concerned, the calculation is as under:

For the period from 01-04-2018 to 30-04-2026, delay interest has been calculated on the principal amount of ₹7,63214.188-/ at the rate of 9% per	Period 2017-2018							
	Hours	Initial Reading on 01-10-2017	Final Reading on 02-04-2018	MF	Total	Difference (D)	PLEC already paid (E)	Net Refundable amount (D+E)
	General Hours/ Off Peak Hours	18881	54656	24	858600	843574.5	329697.5	763214.188

annum. The total period comes to 2,952 days. Accordingly, the total delay interest payable works out to ₹499982.7-/ as per Sales Circular U-28/2019. Therefore, the total amount payable, including the principal amount and delay interest, comes to ₹1263197-/.	Peak load 18:30 to 19:00	1208	3567	24	56616	-70458.6		
	19:00 to 21:00	1186	3518	24	55968	-69652.2		
	21:00 to 22:00	4493	13531	24	216912	-269947		
						433516.7		
	As per sales circular U-28/2017 19% premium on normal tariff of peak load hours							
	As per sales circular U-28/2017 15% rebate normal tariff of general/night load hours							

TOD-TOU 2017-2018			From	Upto	Days	Rate	Amount
Month-Year	PLEC Charges		01-04-2018	30-04-2026			
Oct-17	53848.67		Amount				
Nov-17	52680.5		763214.188		2952	9%	555536.3
Dec-17	59739.76		TDS Charge on interest @10%			10%	55553.63
Jan-18	56874.37						
Feb-18	52831.2		Net Interest amount should be given				499982.7
Mar-18	53722.96						
Total	329697.46						

A+B	Total Refundable amount for the period of 2017-2018 of TOD TOU	1263197

Further, insofar as the period of 2018-19 is as under:

For the period from 19-03-2019 to 30-04-2026, delay interest has been calculated on the principal amount of ₹675040.8 at the rate of 9% per annum on a simple interest basis. The total period comes to 2600 days. Accordingly, the total delay interest payable works out to ₹432765.9 as per	Hours	Initial Reading on 01-10-2018	Final Reading on 01-04-2019	MF	Total	Rebate or Premium (B)	PLEC already paid (E)
	General Hours/Off Peak Hours 22:00 to 05:30 AM	101871	161071	24	1420800	930624	645600
	Peak load 18:30 to 19:00	6679	10636	24	94968	-118188	

Sales Circular U-28/2019. Therefore, the total amount payable, including the principal amount and delay interest, comes to ₹1064530-/.	19:00 to 21:00	25781	40900	24	362856	-451574	
	21:00 to 22:00	13639	21463	24	187776	-233687	
						127174.8	645600

TOD-TOU 2018-2019	
Month-Year	PLEC Charges
Oct-18	108360
Nov-18	106608
Dec-18	109008
Jan-19	110664
Feb-19	95064
Mar-19	115896
Total	645600

From	Up to	Days	Rate	Amount
19-03-2019	30-04-2026			
Amount				
675040.8		2600	9%	432765.9
TDS Charge on interest @10%			10%	43276.59
Net Interest amount should be given				389489.3

A+B	Total Refundable amount for the period of 2018-2019 of TOD TOU	1064530

Since, the Ld. CGRF had directed that the refund is liable to be made as per the Nigam Circulars. In this regard, it is submitted that as per Sales Circular No. U-28/2019, the rate of interest payable is 9%. As such, the aforesaid calculation is made @9%. A copy of the Sale Circular is annexed.

In view of the above, all Sundries had been prepared and approved by the Commercial Back Office, Panchkula. The refund as per the Sundry will be reflected in the next bill.

It is humbly submitted that the aforesaid compliance is made in view of the order passed by the Ld. CGRF as well as the orders passed by the Hon'ble Commission. The same is made without prejudice to the rights of the parties to challenge the directions of the Ld. CGRF before the appropriate forum.

4. The case was heard on 29/04/2026. Sh. Akshay Gupta counsel for the petitioner submitted that the order passed by the CGRF has not been

complied with in toto till date. In response to the query raised by the Commission, the concerned SDO submitted that the said order has been complied with partially, that the first sundry was initiated on 16.06.2025, and that the remaining part shall be complied with within 20 days. Sh. M.S. Dhiman, XEN, prayed for a lenient view regarding the cost imposed upon him for his absence in the last hearing on account of certain administrative exigencies. He further submitted that concerned SE has sought exemption for today's appearance as arrest warrants have been issued against him by District & Sessions Court Karnal. The Commission, considering the submissions sympathetically, ordered waiver of the cost imposed upon the XEN and also exempted the appearance of both the SE and the XEN. However, the Commission directed the officers to devise and put in place an effective mechanism for regular monitoring of the implementation of CGRF orders, EO orders, and orders passed by the Commission. It is noted that DHBVNL has already issued the SOP in this regard, and UHBVNL is also required to take similar action immediately. The Commission directs the respondents to comply with the CGRF order and submit the compliance report within 15 days. SDO to appear on next date of hearing.

5. The case was heard on 14/05/2026. At the outset, Sh. Raghujit Madan counsel for the respondent submitted that the sundry for refund of amount has been prepared and sent to CBO for approval but CBO has raised some objections time and again. The counsel further requested for last opportunity to implement the order and submit the compliance report. The Commission took notice that the order of CGRF has not been complied with even after lapse of one year and directs to submit the compliance report on or before the next date of hearing. SE/CBO and SDO to appear on next date of hearing.

6. The case was heard on 20/05/2026. Shri Raghujeet Singh Madan, counsel for the respondent, submitted that the order of the Consumer Grievance Redressal Forum (CGRF) has been implemented and compliance report placed on record. Shri Akshay Gupta, counsel for the petitioner, controverted the respondent's submission and contended that the CGRF order has not been complied with in its entirety. The Commission enquired of the concerned SDO & SE/CBO, who were present in Court, regarding the cause of delay in compliance. The officers produced a chronology of events

and stated that the delay in implementation resulted from procedural bottlenecks and was not attributable to deliberate non-compliance. The SDO stated that he assumed charge of the Sub-Division in October 2025 and that the instant matter came to his notice on 21.04.2026 and that the first sundry adjustment note was prepared by him and forwarded to the CBO on 30.04.2026. The Commission noted with concern on the delayed and partial compliance of the CGRF order and the repeated objections raised by the office of the CBO to the sundry adjustments submitted by the SDO.

In order to adjudicate the matter, the Commission directs as follows:

a. Current SDO: To file a detailed affidavit setting out, step-by-step, all actions taken from the date he assumed charge in October 2025 to the date of filing, for the purpose of implementing the CGRF order. The affidavit must identify dates, persons consulted, documents prepared and forwarded, and the precise stage at which processing currently stands.
b. CBO: To file a detailed affidavit setting out a chronological timeline from the date of the CGRF order to date. The affidavit must specify all documents received from the SDO, all objections raised by the CBO (with dates and grounds), the time taken to process each document, and reasons for any delays.
c. Preceding SDO: To file a detailed affidavit specifying steps taken during his tenure to implement the CGRF order and to remain present in Court on the next date of hearing.
d. Petitioner: To file a rejoinder containing a clear tabular statement showing amount admissible, amount refunded, difference/shortfall (if any), applicable Regulation / Sales Circular (with reference), Remarks (including objections, disputed items and supporting document references, for each component of the claim.

All affidavits and the rejoinder must be filed and placed on record before the next date of hearing

7. **Compliance report by UHBVN submitted on 23/06/2026.**

7.1 Hon'ble Commission vide Interim Order dated 24.04.2026 has directed to adopt SoP framed by DHBVN for implementation of CGRF/EO/Commission/Court Order effectively. The extract of the Interim Order is reproduced as under:-
"7. The MD, UHBVN is directed to adopt SoP framed by DHBVN in compliance to the directions of the Commission for implementation of CGRF/EO/Commission/Court Order effectively."

7.2 In compliance to the above order, the UHBVN has issued Standard of Procedure (SoP), for implementation of CGRF/EO/Commission/Court Order vide Sales Instruction No. U-04/2026 dated 14.05.2026. Copy of the same is enclosed herewith for kind consideration of Hon'ble Commission.

8. **Affidavit submitted by CBO, office on 21.07.2026**

I, Er. Pardeep Kumar, son of Shri Ishwar Singh, presently working as Executive Engineer, Commercial Back Office, Uttar Haryana Bijli Vitran Nigam Limited, do hereby solemnly affirm and respectfully state as under:

8.1 That the present affidavit is being filed on behalf of the Answering Respondent/CBO Office in compliance with Direction (b) contained in paragraph 8 of the Interim Order dated 26.05.2026 passed by this Hon'ble Commission in the present petition.

8.2 That vide the aforesaid Interim Order dated 26.05.2026, this Hon'ble Commission directed the concerned officers and the Petitioner to file detailed affidavits/rejoinder regarding the steps taken for implementation of the order passed by the Consumer Grievances Redressal Forum. The relevant directions are reproduced hereinbelow for ready reference:

"In order to adjudicate the matter, the Commission directs as follows:
a. Current SDO: To file a detailed affidavit setting out, step-by-step, all actions taken from the date he assumed charge in October 2025 to the date of filing, for the purpose of implementing the CGRF order. The affidavit must identify dates, persons consulted, documents prepared and forwarded, and the precise stage at which processing currently stands.
b. CBO: To file a detailed affidavit setting out a chronological timeline from the date of the CGRF order to date. The affidavit must specify all documents received from the SDO, all objections raised by the CBO (with dates and grounds), the time taken to process each document, and reasons for any delays.
c. Preceding SDO: To file a detailed affidavit specifying steps taken during his tenure to implement the CGRF order and to remain present in Court on the next date of hearing.
d. Petitioner: To file a rejoinder containing a clear tabular statement showing amount admissible, amount refunded, difference/shortfall (if any), applicable Regulation / Sales Circular (with reference), Remarks (including objections, disputed items and supporting document references), for each component of the claim."

8.3 That, in compliance with Direction (b) of the Interim Order dated 26.05.2026, the chronological timeline from the date of the CGRF Order till the filing of the present affidavit, specifying the proposals and documents received from the office of the SDO (Operation), the deficiencies/objections communicated by the CBO Office, the time taken for processing and the action taken thereon, is set out below:

Sr. No	Date of Registration of case	CGRF Directions / Requirement	Document/ Communication Received from SDO	Date of Receipt of correct sundry with supporting documents	Date Objections Communicated	Time Taken for Processing	Action Taken by CBO	Reason for Delay (if any)
1.	27.03.2025	Compliance of CGRF Order dated 15.05.2025 (Points i & ii – Sundry preparation)	Sundry for Rs. 4,74,246/- forwarded by Sub Division Office	30.06.2025	i) Case reverted back to Help Desk on 28.03.2025 for providing CGRF order copy. The same was uploaded on 16.06.2025. ii) Furthermore, Case reverted back to Help Desk on same day 16.06.2025 for SDO Approval letter to confirm the already refunded amount. The case reverted back to CBO on 30-6-2025 by the Help Desk i.e after delay of 14 days. Date wise event attached	2 days	Approved by CBO on 02.07.2025 ; reflected in bill dated 10.07.2025	Delay due to late submission by Sub Division
2.	—	Point (iii) – FSA adjustment	No case forwarded by SDO; refund already processed at Sub Division level	—	—	—	No action required by CBO	No delay attributable to CBO
3.	—	Point (iv) – Fixed charges refund Rs. 44,783/-	No case forwarded; refund already given through system in bill dated 11.06.2022	—	—	—	No action required by CBO	No delay attributable to CBO
4.	04.05.2026	Point (v) – Interest on ACD (2017–2019)	Case registered by Sub Division after delay of approx. one year	15.05.2026	i) ACD interest and delayed period interest were wrongly calculated. ii) Revised ACD with correct interest calculated on ACD received on 15.05.2026 after Discussion with SDO Op on dated 14.05.2026. Date wise event attached	Same day	Approved on same day for Rs. 5,75,483/-	Delay due to late submission by Sub Division
5.	—	Point (vi) – TOD/TOU rebate (Oct 2018–March 2019)	No case forwarded; refund of Rs. 97,734/- already processed by Sub Division on 19.03.2019	—	—	—	No action required by CBO	No delay attributable to CBO
6.	04.05.2026	Point (vii) – TOU/TOD rebate FY 2017–2018	Case forwarded by Sub Division	19.05.2026	i) As per the Sales circular of TOU/TOD rebate, consumer had to submit the application for opting the Scheme and Subdivision had to approve the same. The copy of application was not provided by the	Same day	Approved on same day for Rs. 12,63,197/-	Delay due to late submission by Sub Division

Sr. No	Date of Registration of case	CGRF Directions / Requirement	Document/ Communication Received from SDO	Date of Receipt of correct sundry with supporting documents	Date Objections Communicated	Time Taken for Processing	Action Taken by CBO	Reason for Delay (if any)
					subdivision till 19.05.2026. ii) Complete case regarding TOU/TOD rebate FY 17-18 received on 19.05.2026. Date wise event attached			
7.	04.05.2026	Point (vii) – TOU/TOD rebate FY 2018–2019	Case registered on 04.05.2026 and forwarded thereafter	18.05.2026	i) Wrong calculations were submitted again & again. Correct calculations were submitted on 18.5.2026 after discussion with SDO Op. ii) Complete case regarding TOU/TOD rebate FY 18-19 received on 18.05.2026. Date wise event attached	Same day	Approved on same day for Rs. 10,64,530/-	Delay due to late submission by Sub Division

8.4 That the refund amounts were credited to the consumer on different dates as detailed below:

Particular	Amount in Rs.
Tariff Difference & M. Tax adjustment	474246
Interest on ACD 15.05.2026	575483
Interest on Fixed Charges, M. Tax and tariff on 15.05.2026	272377
TOD/TOU with interest on 18.05.2026	1064530
TOD/TOU with interest on 19.05.2026	1263197
Total Refund	3649833

It is clarified that although the TOD/TOU rebates were initially processed for the gross amount, an excess refund of Rs.1,35,903/- towards SOP interest was subsequently rectified and adjusted in the bill dated 10.06.2026. Accordingly, the net refund/adjustment effected in the consumer's account amounts to Rs.35,13,930.39.

8.5 That the foregoing chronology demonstrates that the proposals received from the office of the SDO (Operation) were examined by the CBO Office in accordance with the applicable Sales Circulars, instructions and prescribed procedure. Wherever the proposals were incomplete, contained incorrect calculations or were unsupported by the requisite documents, the deficiencies were communicated to the concerned office for rectification.

8.6 That upon receipt of the complete and corrected proposals along with the requisite supporting documents, the CBO Office processed and approved the admissible claims on the same day or within the processing period specifically indicated in the chronology above. The time consumed prior thereto was attributable to non-receipt of the complete record, supporting documents, approvals or corrected calculations from the concerned Sub-Division.

8.7 That the date-wise event logs supporting the aforesaid chronology are annexed with the present affidavit. The said records were generated and maintained in the ordinary course of official business and form an integral part of the present affidavit.

8.8 That the above chronology correctly reflects the actions taken by the CBO Office from the date of the CGRF Order till the filing of the present affidavit.

9. **Affidavit submitted by previous SDO Sh. Jatin Jangra on 06/08/2026.**

I, Jatin Jangra, S/o Sh. Om Parkash Jangra, presently working as AEE (Smart Meter Project) in O/o CE/IT, Uttar Haryana Bijli Vitran Nigam Limited (UHBVNL), Panchkula, do hereby solemnly affirm and respectfully state as under:

9.1 That the deponent is presently working as AEE (Smart Meter Project) in O/o CE/IT, Uttar Haryana Bijli Vitran Nigam Limited (UHBVNL), Panchkula, and is competent to swear the present affidavit on the basis of the official records available in the Beholi Sub Division office.

9.2 That the present affidavit is being filed by the deponent, being the "*Preceding SDO*" referred to in Direction (c) contained in paragraph 8 of the Interim Order dated 26.05.2026 passed by this Hon'ble Commission, in compliance with the said direction, which are reproduced herein below for ready reference:

"In order to adjudicate the matter, the Commission directs as follows:

a. Current SDO: To file a detailed affidavit setting out, step-by-step, all actions taken from the date he assumed charge in October 2025 to the date of filing, for the purpose of implementing the CGRF order. The affidavit must identify dates, persons consulted, documents prepared and forwarded, and the precise stage at which processing currently stands.

b. CBO: To file a detailed affidavit setting out a chronological timeline from the date of the CGRF order to date. The affidavit must specify all documents received from the SDO, all objections raised by the CBO (with dates and grounds), the time taken to process each document, and reasons for any delays.

c. Preceding SDO: To file a detailed affidavit specifying steps taken during his tenure to implement the CGRF order and to remain present in Court on the next date of hearing.

d. Petitioner: To file a rejoinder containing a clear tabular statement showing amount admissible, amount refunded, difference/shortfall (if any), applicable Regulation / Sales Circular (with reference), Remarks (including objections, disputed items and supporting document references), for each component of the claim."

9.3 That, in compliance with Direction (c) of the Interim Order dated 26.05.2026, the step-by-step actions taken by the deponent from the date of assumption of charge in February 2025 till the filing of the present affidavit, including the dates of action, persons/offices consulted, documents prepared and forwarded, and the outcome/present status at each stage, are set out in the table below:

Sr. No.	Date	Action Taken by the Current SDO	Person(s)/Office Consulted	Documents Prepared / Forwarded	Objection/Observation Received, Date of Receipt and Date of Compliance
1.	Feb 2025	The deponent assumed charge as SDO (Operation), Beholi.	Preceding office/official record	Charge report and available handing-over record.	
2.	27.03.2025	The deponent has registered the case on CMT tool for refund on complainant points.	Commercial back office (CBO)	Relevant billing and ledger record to prepare sundry for refund.	Observation received on 28.03.2025: The Commercial Back Office reverted the case to Subdivision office and sought CGRF decision copy for processing the refund in consumer account.
3.	31.03.2025	The deponent has again approached the CBO office for processing the refund.	Commercial back office (CBO)	Working sheets, billing details, prepared Sundry & CGRF complaint received to the subdivision office.	Observation received on 31.03.2025: The Commercial Back Office again reverted the case to Subdivision office and sought CGRF decision copy for processing the refund in consumer account.
4.	15.05.2025	Hon'ble CGRF forum has given the decision in consumer favor.	Commercial back office (CBO)	Consolidated Sundry, supporting calculations and available records	Observation received on 16.06.2025: After de initiation of AMR Binder and verbal discussion with SDO CBO Subdivision office has intimated the Commercial Back office that refund of FSA and FC has already given to the consumer.
5.	30.06.2025	The Deponent has submitted the approval letter for processing the Sundry.	Commercial back office (CBO)	Copy of approval letter along with ledger of already refunded FSA and FC.	Observation received on 02.07.2025: Commercial Back Office has directed Subdivision office to resubmit the BR Case.
6.	02.07.2025	Case has been approved by the Commercial back office (CBO) and refund has been reflected in the consumer bill issued on 10.07.2025			

9.4 That the aforesaid chronology is also reflected in the official Case Log/Case Screenshots maintained through the Complaint Manager Tool in the ordinary course of official business. A copy of the relevant Case Log/Case Screenshots is annexed.

9.5 That every observation, query or requirement communicated by the Commercial Back Office was attended by the office of the deponent upon receipt thereof. The requisite calculations, Sundries, certificates, records and clarifications were furnished, and the revised proposals were resubmitted from time to time. The time consumed during processing was attributable to verification of historical billing records, audit scrutiny, examination of the admissibility of the respective components and approvals required at different administrative levels. All actions falling within the administrative control of the deponent were undertaken and pursued with due diligence.

9.6 That the admissible refunds and adjustments arising out of the CGRF Order have been implemented in the consumer's billing account through the bills issued from time to time, the details whereof are summarised below:

TOTAL AMOUNT REFUNDED TO CONSUMER IN THE BILL DATED 10.07.2025	
Municipal Tax refund	2,02,252/-
SOP amount refund	2,71,994/-
Total	4,74,246/-

9.7 That, with respect to the issue of Fuel Surcharge Adjustment (FSA), it is respectfully submitted that the deponent prepared and forwarded the proposal in accordance with the applicable instructions and the matter was thereafter examined at the level of the competent Commercial Office. It was clarified that refund of FSA was admissible only on a pro rata basis for the period from 30.07.2021 to 01.08.2021, which had already been credited to the consumer through the bill dated 14.10.2021. Accordingly, no further proposal for refund of FSA was required to be processed by the office of the deponent.

9.8 That, with respect to the issue of Fixed Charges (FC), it is respectfully submitted that the deponent prepared and forwarded the proposal in accordance with the applicable instructions and the matter was thereafter examined at the level of the competent Commercial Office. It was clarified that refund of FC for the period from April'21 to July'21, had already been credited to the consumer account through the bill dated 11.06.2022.

9.9 That, with respect to the issue of TOD-TOU no consent application of consumer found in the Subdivision office at that time.

9.10 That the deponent has an additional charge of Beholi Subdivision and during his tenure no dedicated CA was present in the office despite of which deponent continuously coordinated with the commercial back office, AMR Section and other authorities for implementation of the CGRF Order. There has been no wilful disobedience or deliberate non-compliance on the part of the deponent.

9.11 That the deponent acted promptly upon acquiring knowledge of the matter and continuously coordinated with the concerned branches and authorities for implementation of the CGRF Order. There has been no wilful disobedience or deliberate non-compliance on the part of the deponent.

9.12 That the present affidavit is being filed bona fide and in compliance with the directions issued by this Hon'ble Commission.

10. **Affidavit submitted by current SDO Sh. Anil Kumar on 06/08/2026.**

I, Anil Kumar, S/o Sh. Chandi Ram, presently working as SDO (OP), Sub-Division, Uttar Haryana Bijli Vitran Nigam Limited (UHBVNL), Beholi, do hereby solemnly affirm and respectfully state as under:

10.1 That the deponent is presently working as Sub-Divisional Officer (Operation), Sub-Division, Uttar Haryana Bijli Vitran Nigam Limited, Beholi, and is competent to swear the present affidavit on the basis of the official records available in the office.

10.2 That the present affidavit is being filed by the deponent, being the "Current SDO" referred to in Direction (a) contained in paragraph 8 of the Interim Order dated 26.05.2026 passed by this Hon'ble Commission, in compliance with the said direction, which are reproduced herein below for ready reference:

"In order to adjudicate the matter, the Commission directs as follows:

Current SDO: To file a detailed affidavit setting out, step-by-step, all actions taken from the date he assumed charge in October 2025 to the date of filing, for the purpose of implementing the CGRF order. The affidavit must identify dates, persons consulted, documents prepared and forwarded, and the precise stage at which processing currently stands.

CBO: To file a detailed affidavit setting out a chronological timeline from the date of the CGRF order to date. The affidavit must specify all documents received from the SDQ all objections raised by the CBO (with dates and grounds), the time taken to process each document, and reasons for any delays.

Preceding SDO: To file a detailed affidavit specifying steps taken during his tenure to implement the CGRF order and to remain present in Court on the next date of hearing.

Petitioner: To file a rejoinder containing a clear tabular statement showing amount admissible, amount refunded, difference/shortfall (if any), applicable Regulation / Sales Circular (with reference), Remarks (including objections, disputed items and supporting document references), for each component of the claim."

10.3 It is respectfully submitted that I assumed charge of Sub-Division (OP), UHBVN, Beholi in October 2025. At the time of taking over charge, neither the previous SDO briefed me about the present case nor was any information regarding the matter brought to my notice by any official of this office.

Thereafter, I came to know about the case only on 23.04.2026, when an Interim Order issued by the Hon'ble HERC was received through email. As per the said Interim Order, the matter was fixed for hearing on 24.04.2026. Accordingly, in compliance with the directions of the Hon'ble HERC, I appeared before the Hon'ble Commission on 24.04.2026 along with all the relevant records/documents pertaining to the case.

Thereafter, the Hon'ble HERC fixed the next date of hearing in the matter as 29.04.2026. In compliance with the proceedings of the Hon'ble Commission, this office registered the case on 30.04.2026 for necessary action. Subsequently, all the relevant documents relating to the case were forwarded to the Commercial Back Office, UHBVN, Panchkula through the Complaint Manager Tool on 04.05.2026 for further necessary action.

10.4 That in compliance with Direction (a) of the interim order dated 26.05.2026, the step by step actions taken by the deponent from the date of last hearing i.e 14.05.2026, including the dates of action, persons /offices consulted, documents prepared and forwarded and the outcome/present status at each stage are set as below.

Sr No	Date	Action taken by the current SDO	Person(s) /office consulted	Documents prepared/forwarded	Objection/observation bgreceived, date of receipt and date of compliance.
1	21.04.26 onwards	The consumer's billing history, earlier refunds, Sundries and the CGRF order were examined.	Commercial Branch, Record Branch and concerned dealing officials	Working sheets, billing details and previous Sundries were compiled.	
2	04.05.26	A consolidated Sundry relating to Supply of Power Interest Refund, Fuel Surcharge Adjustment, Advance Consumption Deposit Interest and TOD/TOU Rebate for the relevant period was prepared and forwarded to CBO office.	Divisional Accountant, Audit/BR Approval Branch and Commercial Back Office, Panchkula	Consolidated Sundry, supporting calculations and available records	Observation received on 06.05.2026: The Commercial Back Office sought copies of all earlier Sundries through which refunds had been approved during 2018–2019. Compliance: The requisite Sundries and refund records were furnished on 06.05.2026 itself.
3	06.05.26	Earlier approved Sundries and records of refunds relating to the relevant period were furnished.	Commercial Back Office, Panchkula	Copies of previous Sundries and refund records provided very same day	The objection raised on 06.05.2026 was complied with on the same day by furnishing the complete documents sought by the Commercial Back Office.
4	07.05.26	Documentary proof concerning the Advance Consumption Deposit of ₹20,00,000 and clarification regarding non-payment of interest for the year 2018 were furnished.	Commercial Back Office, Panchkula	Deposit proof and written clarification	Observation received on 07.05.2026: Proof of deposit of ₹20,00,000 and clarification regarding non-payment of ACD Interest for 2018 were sought. Compliance: The requisite documentary proof and clarification were furnished on 07.05.2026 itself.
4	07.05.26	The proposal was examined after receipt of a direction requiring production of the complete original record before the Commercial Back Office.	Commercial Back Office, Panchkula	Complete case record was compiled for physical verification	Direction received on 07.05.2026: "AS PER HIGHER AUTHORITIES DIRECTION PLS VISIT THE CBO WITH ALL THE DOCUMENTS." Compliance: Officials were deputed with the complete record on 08.05.2026.
5	08.05.26	Shri Brij Bhushan, LDC/Assistant Field, and Shri Gagan Kumar, LDC, were deputed to the Commercial Back Office with the complete original record and supporting documents.	Officials of the Commercial Back Office, Panchkula	Original records and hard copies of supporting documents	After physical verification, the Commercial Back Office directed that the case be resubmitted with the remarks "PLEASE DO NEEDFUL IN THIS MATTER." The requisite compliance was undertaken and the proposal was resubmitted on 08.05.2026 itself.
6	11.05.26-12.05.26	Audit observations communicated through the Commercial Back Office were examined and complied with.	Audit Branch, Divisional Accountant and Commercial Back Office	Revised calculations/proposal incorporating audit requirements	Observation received on 11.05.2026: "Pls consider audit remarks." Compliance: The audit observations were resolved and the revised proposal was resubmitted on 12.05.2026

7	15.05.26	Modifications discussed with the Commercial Back Office were incorporated into the proposal	Commercial Back Office and concerned dealing officials	Revised Sundries and supporting calculations	Observation received on 15.05.2026: "All case is already discussed please do same as discussed with SDO." Compliance: The required modifications were made and the proposal was resubmitted on 15.05.2026 itself.
8	15.05.26	A certificate concerning payment of Advance Consumption Deposit Interest and Delay Interest was prepared and submitted	Commercial Back Office, Panchkula	Certificate and revised Sundries relating to excess Energy Charges, Fixed Charges and Municipal Tax	Observation received on 15.05.2026: The Commercial Back Office sought the requisite certificate and revised Sundries. Compliance: The certificate and revised Sundries were prepared and furnished on 15.05.2026 itself.
9	15.05.26	The proposal was corrected to account for deduction of Tax Deducted at Source from the interest component	Commercial Back Office and concerned billing officials	Corrected calculations and revised proposal	Observation received on 15.05.2026: Deduction of TDS from the interest payable on excess Energy Charges, Fixed Charges and Municipal Tax was directed. Compliance: The necessary corrections were made and the revised proposal was resubmitted on 15.05.2026 itself.
10	15.05.26-18.05.26	Clarification regarding eligibility for TOD/TOU benefit under Sales Circular No. 28/2017 was prepared and furnished.	Commercial Back Office, Divisional Accountant and concerned commercial officials	Eligibility clarification and pre-audited Sundry	Objection received at approximately 7:26 p.m. on 15.05.2026: The admissibility of TOD/TOU benefit and the consumer's eligibility under Sales Circular No. 28/2017 were questioned. Compliance: It is respectfully submitted that this office had prepared the TOD/TOU refund sundry for FY 2017-18 and FY 2018-19 on 18.05.2026 itself. After obtaining Pre-Audit from the Divisional Accountant, the case was forwarded to the Commercial Back Office, UHBVN, Panchkula. Thereafter, the Commercial Back Office processed the TOD/TOU refund for FY 2018-19 only. For processing the TOD/TOU refund pertaining to FY 2017-18, the Commercial Back Office requested a copy of the application originally submitted by the consumer to the Nigam. Since 16.05.2026 and 17.05.2026 were non-working days, the clarification was furnished on the next working day, i.e., 18.05.2026.
11	19.05.26	Further queries for processing the TOD/TOU refund for FY 2017-18, the Commercial Back Office (CBO) first requested a copy of the application that had been originally submitted by the consumer to the Nigam during the relevant period.	Commercial Back Office, Audit Branch and concerned dealing officials	Additional supporting records, revised calculations and clarifications	Compliance: It is respectfully submitted that after receipt of the application from the consumer, the case was again forwarded to CBO, UHBVN, Panchkula on 19.05.2026, and the CBO granted refund of TOD/TOU for FY 2017-18 on 19.05.2025

10.5 That the aforesaid chronology is also reflected in the official case log/ case Screenshots maintained through the Complaint Manager Tool in the ordinary course of official business.

10.6 That every observation, query or requirement communicated by the Commercial Back Office, Audit Branch or any other concerned authority was attended to by the office of the deponent upon receipt thereof. The requisite calculations, previous sundries, certificates, records and clarifications were furnished and the revised proposals were resubmitted from time to time. The time consumed during processing was attributable to verification of historical billing records, audit scrutiny, examination of the admissibility of the respective components and approvals required at different administrative levels. All actions falling within the administrative control of the deponent were undertaken and pursued with due diligence.

10.7 That the admissible refunds and adjustments arising out of the CGRF Order have been implemented in the consumer's billing account through the bills issued from time to time, the details whereof are summarized below:

TOTAL AMOUNT REFUNDED TO CONSUMER IN THE BILL DATED 10.07.2025	
Municipal Tax refund	2,02,252/-
SOP amount refund	2,71,994/-
Total	4,74,246/-

TOTAL AMOUNT REFUNDED TO CONSUMER IN THE BILL DATED 18.05.2026	
Delay interest on ACD	5,75,483.10
Interest on SOP	2,93,422.30
Interest on Municipal Tax	71,928.80
Interest on Fixed Charges	1,232.19
Less: TDS charge on refund amount of SOP, Municipal Tax, Fixed Charges, and Delay interest on ACD	(-) 94,206/-
Total	8,47,860.39

TOTAL AMOUNT REFUNDED TO CONSUMER IN THE BILL DATED 10.06.2026	
TOD-TOU Rebate for the period 2017-18	12,63,197/
TOD-TOU Rebate for the period 2018-19	10,64,530/
Rectification of excess refund of Rs 1,35,903.44 erroneously allowed towards SOP interest in the bill dated 18.05.2026 (net admissible interest being Rs 1,28,176.66/ as against Rs 2,64,080.07 allowed after TDS) adjusted on 10.06.2026.	1,35,903/
Total	21,91,824/

Grand total of refunds/adjustments effected Rs 35,13,930.40.

10.8 That with regard to the issue of Fuel Surcharge Adjustment (FSA), it is respectfully submitted that under Case ID No 8667933124, this office forwarded the previously prepared sundry along with the Hon'ble HERC Guidelines relating to FSA (Fuel Surcharge Adjustment) to the Commercial Back Office and a letter has also been written.

That as on the date of filing of the present affidavit, all refund/Sundry proposals required to be prepared and forwarded by the office of the deponent have been duly processed and the admissible refunds and adjustments have been incorporated into the consumers billing account. Accordingly, no further action remains pending at the level of the deponent for implementation of the CGRF order.

10.9 That the deponent acted promptly upon acquiring knowledge of the matter and continuously coordinated with the concerned branches and authorities for implementation of the CGRF order. There has been no willful disobedience or deliberate noncompliance on the part of the deponent.

10.10 That the present affidavit is being filed bona fide and in compliance with the directions issued by this Hon'ble Commission.

11. The case was heard on 06/08/2026. At the outset, Sh. Raghujeet Singh Madan counsel for the respondent intimated that the affidavit of CBO has already been filed and submitted the remaining two affidavits in compliance to the interim order dated 20/05/2026. Sh. Akshay Gupta Counsel for the petitioner submitted that the order has been complied with except for refund of FSA amount. The details of amounts admissible has already been submitted and no rejoinder is being submitted. The counsel for the respondent requested for date for arguments as no rejoinder is being submitted. The Commission adjourns the matter and directs the parties to appear for arguments on the next date of hearing. The concerned SDO and CBO to remain present on next date of hearing.

Commission's Order:

1. The case was heard on 07/09/2026, as per schedule, in Court Room of the Commission. Sh. Akshay Gupta Counsel for the Petitioner advanced his arguments in the case and submitted that the order has been complied with except for refund of FSA amount.
2. Sh. Raghujeet Singh Madan, Counsel for the Respondents also argued the case and submitted that the order has been complied with and no claim remains to be addressed.
3. The Commission examined the petition in detail along with the replies on record and heard the arguments of the Petitioner and Respondents in the above matter. The issues pertain to the refund of tariff difference from July 2017 to April 2018 and the refund of Municipal Tax charged during the same period. The respondent in its reply and affidavits demonstrated that a tariff difference per Sales Circular 07/2016 and Municipal Tax were

approved on 02/07/2025 and reflected in the electricity bill dated 10/07/2025. Furthermore, in compliance with CGRF directions to grant interest at RBI Repo rates on delayed payments, additional delay interest was calculated and credited in the bill dated 18/05/2026, and net admissible delay interest for tariff difference duly adjusted after rectifying an initial excess credit in the bill dated 10/06/2026.

4. The issue of Fuel Surcharge Adjustment (FSA) charged on electricity bills issued between August 2021 and October 2021, the petitioner sought a refund of ₹4,90,353/- with 18% interest per annum. The respondent in its compliance affidavits clarified that this initial sundry was incorrectly calculated and that an admissible FSA refund of ₹79,555/- had already been credited to the petitioner in the bill dated 14/10/2021. For the remaining FSA claim of ₹2,18,092/- pertaining to the billing period 01/07/2021 to 01/08/2021, the CBO Panchkula objected to and disallowed the refund pursuant to Sales Circular No. U FSA-28/2021 dated 10/08/2021, which decided to discontinue the levy of FSA, rendering any further refund legally non-payable.
5. The issue of refund of excess Fixed Charges billed from April 2021 to July 2021 under Sales Circular No. U-08/2021. The respondent's averments established that principal excess fixed charges had already been refunded in the bill dated 11/06/2022, while the balance delay interest was credited in the bill dated 18/05/2026.
6. The Time of Day / Time of Use (TOD/TOU) rebate for peak and off-peak hours during FY 2017-18 and FY 2018-19, the respondent's reply established that for FY 2017-18, applying 15% rebate for off-peak hours and 19% premium for peak hours under Sales Circular U-28/2017, upon receiving the consumer's opting application rebate under Sales Circular U-28/2019 was calculated, which was approved by CBO on 19/05/2026. For FY 2018-19, rebate along with delay interest was calculated, which was approved on 18/05/2026. Both TOD/TOU refunds were credited in the bill dated 10/06/2026.
7. Hearings were conducted on 24/04/2026, 29/04/2026, 14/05/2026, 20/05/2026, and 06/08/2026, during which detailed affidavits were called from CBO, Executive Engineer, Preceding SDO and Current SDO. The affidavits revealed that while procedural bottlenecks, verification of historical records, absence of a dedicated Commercial Assistant, transfer of charges in October 2025, and non-availability of consumer option documents caused substantial administrative delay, all required sundries were approved by CBO once complete files were submitted. The grand total

of net refunds and adjustments effected in the consumer's billing account across bills dated 10/07/2025, 18/05/2026, and 10/06/2026 stands at ₹35,13,930.40/-. Additionally, in compliance with interim orders dated 24/04/2026, UHBVN formally issued Standard Operating Procedure (SoP) instructions under Sales Instruction No. U-04/2026 dated 14/05/2026 for effective implementation of CGRF, Ombudsman, and Court orders. Thus, while the CGRF order dated 15/05/2025 stands complied with on merits, there was an undisputed delay of nearly one year beyond the 21-day period mandated under Regulations.

8. The Commission observes that the order of CGRF since has been complied with, nothing remains to be adjudicated in the present petition. DHBVN has issued requisite SoP as per directions of the Commission. However, the dispute was primarily pertaining to non-compliance of the CGRF orders in timely manner. The delay on the part of officials/officers of Respondent Nigam cannot be ignored.
9. UHBVN is directed to strictly enforce Sales Instruction No. U-04/2026 dated 14.05.2026 across all sub-divisions to ensure seamless coordination with CBO Panchkula and prevent administrative delays in future consumer grievance redressals
10. The prayer for institution of penal proceedings under Section 142 read with Section 146 of the Electricity Act, 2003 and imposing a penalty under Section 142 and for awarding such penalty to the petitioner are not sustainable as the respondent utility has fully implemented the CGRF directions by effecting a total net refund/adjustment of ₹35,13,930.40/- in the petitioner's electricity account.
11. The prayer for court fees and litigation expenses is allowed, and the respondent is directed to make payment of ₹50,000/- Court Fee deposited by the petitioner along with ₹15,000/- towards litigation expenses to the petitioner within 30 days from the date of this order for prolonged delay in complying with the CGRF order, and as per the recovery procedures in the newly framed SOP, this penalty shall be recovered.

This order is signed, dated and issued by the Haryana Electricity Regulatory Commission on 21/09/2026.

	Sd/-	Sd/-
Date: 21/09/2026	**(Shiv Kumar)**	**(Mukesh Garg)**
Place: Panchkula	**Member**	**Chairman**