

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Sachin
S/o Shri Surendra Singh,
Dayal Enclave, Jwalapur,
Haridwar, Uttarakhand – 249407

Vs

The Executive Engineer,
Electricity Distribution Division
Uttarakhand Power Corporation Ltd.
Jwalapur, Haridwar.
Uttarakhand

Representation No. 19/2023

Order

Dated: 23.06.2023

Being aggrieved with Consumer Grievance Redressal Forum, Haridwar Zone, (hereinafter referred to as Forum) order dated 31.03.2023 in his complaint no. 05/2023 before the said Forum, against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Jwalapur, Haridwar, Uttarakhand (hereinafter referred to as respondent) Sachin S/o Shri Surendra Singh, Dayal Enclave, Haridwar has preferred this appeal for correction of the bills.

2. The petitioner, Shri Sachin in his instant petition dated 03.05.2023 has averred that he has a domestic connection of 2 KW with connection no. JW21430151919. His bill for October 2022 was received for 14031 units consumption amounting to Rs. 27,155.00 which is excessive as compared to the bills received during last 5 years. He has objected the MRI report in which the load has been wrongly shown and the disputed bills are wrong and needs to be corrected. He has also requested for condonation of delay as he could not prefer the appeal within time due to his illness (the appeal was admitted after condonation of delay).
3. After perusal of records and hearing arguments from both parties the Forum was of the view that bills have been issued as per actual consumption, which appears to be correct as such, no relief can be given and the complaint is liable to be dismissed. As such the Forum dismissed the complaint.

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Page 1 of 3
19/2023

4. The respondent Executive Engineer has submitted his written statement dated 26.05.2023 along with an affidavit under oath. He has submitted as follows:

- i) A 2 KW connection no. JW21430151919 is existing in the name of Shri Sachin S/o Shri Surendra Singh, Dayal Enclave, Jamalpur, Jagjeetpur since 02.04.2016
- ii) His bill for the month of 08/2022 was issued for 1004 units as per meter reading from 24975 to 25979.
- iii) Bill for the month of 10/2022 was issued for a sum of Rs. 27,155.00 for a consumption of 3261 units based on CDF. Consumption for this period was recorded as 14031 units from meter reading 25979 to 40010.
- iv) On receipt of excessive amount bill the petitioner requested for installation of the check meter on 17.10.2022. Check meter no. U427674 was installed on 01.11.2022 and finalized on 15.12.2022.
- v) Consumption recorded by the main meter and the check meter were equal. Bill for the month of 12/2022 was issued for 14540 unit consumption from reading 25979 to 40519 for a sum of Rs. 1,07,969.00, this was a revised bill bypassing the CDF based bill and the sealing unit.

He has substantiated his submissions on the basis of documentary evidences which are adduced with written statement. In view of his submissions the respondent Executive Engineer has requested that since bills have been issued on actual meter readings, the petitioner's complaint is baseless and without any justification.

5. The petitioner has submitted a rejoinder dated 06.06.2023 with an affidavit under oath which is nothing but a reiteration of the contents of his petition and no new fact about the case has been adduced by him in the rejoinder.

6. Hearing in the case was held on prescheduled date 16.06.2023. Petitioner himself appeared and Shri Rupesh Kumar, SDO represented the respondent. Both parties argued their respective case. The arguments were concluded and 23.06.2023 was fixed for orders.

7. After perusal of the documents available on file and hearing arguments from both parties, it is borne out that although bills right from the date of release of connection


Page 2 of 3
19/2023

on 02.04.2016 till 14.12.2022, as per consumer billing history, have been issued on metered units, but consumptions shown in the billing history in a number of billing cycles is not consistent with consumption shown in the majority of the billing cycles. Consumption from 09.08.2022 to 14.12.2022 (4 months) has been shown as 14540 units from meter reading 25979 to 40519. This bill amounts to Rs. 1,07,949.00 as per consumer billing history and as well as the bill, on this consumption the load factor comes out 252% while the highest possible consumption in 4 months for a 2 KW load can be 5760 units at 100% load factor, so the consumption shown from 09.08.2022 to 14.12.2022 as 14540 is not possible especially in view of the fact that veracity of the existing meter was found correct as per check meter study and no tampering or any foul play with the meter has been reported by the respondent. Earlier to that bill from 08.06.2022 to 09.08.2022 has been issued for 1004 units, so consumption from 06/2022 to 12/2022 has been shown as (14540+1004) 15544 units and a load factor for this consumption comes out to be 179% which is also not possible in view of the aforesaid status of the meter. This clearly shows that this cannot be the consumption in these 6 months but it includes the left over consumption of the previous billing cycles, which could not be reported earlier. Such being the case it will be reasonable and justified to issue a revised and consolidated bill for the total consumption recorded from 02.04.2016, the date of release of connection at 0 initial reading and up to 14.12.2022 at reading 40519 as shown in the billing history as also in the bill for the period 09.08.2022 to 14.12.2022 and thus total consumption for this period of 6 year 8 months 12 days has been 40519 units. This shows that average monthly consumption during the entire period was 504 units per month, which gives a load factor of 35% for the entire period, which can be treated as a reasonably good load factor for a domestic connection

8. The respondents are therefore directed to issue a revised consolidated bill for the entire period from 02.04.2016 to 14.12.2022 for a total recorded consumption of 40519 units by uniformly dividing this consumption for the entire period of 6 years 8 months 12 days without levy of any LPS and after adjustments of the payments made by the petitioner during the aforesaid period against the issued bills. The petition is allowed. Forum order is set aside.

Dated: 23.06.2023

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(Subhash Kumar)
Ombudsman