

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Smt. Neelam Sharma
W/o Shri Bhuwan Chand Sharma,
Village Kishanpur, Kiccha,
Kanjabaag Road, Near Shiv Mandir,
Khatima, Distt. Udham Singh Nagar,
Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division,
Uttarakhand Power Corporation Ltd.
Kiccha, Distt. Udham Singh Nagar,
Uttarakhand

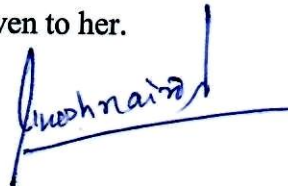
Representation No. 38/2024

Award

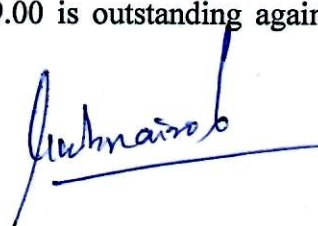
Dated: 23.04.2025

Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Udham Singh Nagar Zone, (hereinafter referred to as Forum) dated 21.08.2024 in complaint no. 23/2024-25 by which Ld. Forum has allowed the complaint of appellant Smt. Neelam Sharma W/o Shri Bhuwan Chand Sharma, Village Kishanpur, Kiccha, Kanjabaag Road, Near Shiv Mandir, Khatima, Distt. Udham Singh Nagar (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Kiccha, Distt. Udham Singh Nagar, Uttarakhand (hereinafter referred to as respondent).

2. The petitioner, Smt. Neelam Sharma in her instant appeal dated nil has averred that a domestic connection was released at her premises on 17.03.2020. The old meter was replaced after finalization of check meter on 18.07.2024, when final reading in the old meter was 23386. As per check meter report the old meter was found running fast by 28%. Adjustment for Rs. 6,865.00 was given by the respondent, while a further adjustment of Rs. 6,548.08 was to be given further. She has prayed that the pending adjustment should also be ordered to be given to her.



3. The Forum after perusal of records and hearing both parties the Forum was of the view that adjustment for last one year for fast running of meter as per check meter report is admissible. A revised bill for Rs. 52,021.00 was issued after allowing adjustment of Rs. 6,865.00. A sum of Rs. 54,971.00 is outstanding against the petitioner including the amount of additional security. Relying upon the documentary evidences such as calculation of revised bill, ledger, consumer history submitted by the opposite party the Forum was of the view that her grievance has duly been redressed. Having observed as such the Forum allowed the complaint vide order dated 21.08.2024.
4. The respondent, Executive Engineer has submitted his written statement dated 13.12.2024 along with an affidavit, wherein he has submitted as follows:-
- i. His name and address is correct.
 - ii. The affidavit is being submitted in respect of petition no. 38/2024 of Smt. Neelam Sharma, a consumer of UPCL with connection no. KCIG453158083 for 2 KW domestic load.
 - iii. The supply was released on 17.03.2020 on the aforesaid connection.
 - iv. A complaint no. 23/2024-25 was preferred by the petitioner before the Forum, Rudrapur requesting to issue revised bill after verifying MRI.
 - v. Check meter fees Rs. 118.00 was deposited on 06.07.2024, consequently check meter no. GU440036 was installed at her premises on 09.07.2024.
 - vi. In the check meter study the old meter number U454796 was found running fast by 28% with reference to check meter.
 - vii. Based on check meter report the old meter was replaced by the check meter.
 - viii. Based on check meter report adjustment for Rs. 6,865.00 for last one year was given in the bill. Report of which was submitted before the Forum.
 - ix. After preferring the instant appeal by the petitioner before the Ombudsman the bills were again checked and it was found that adjustment for last one year was to be given for Rs. 13,621.00, instead of Rs. 6,865.00 already adjusted.
 - x. Adjustment of the balance Rs. 6,756.00 has also been allowed.
 - xi. At present a sum of Rs. 37,389.00 is outstanding against the petitioner till 12/2024 (07.12.2024)



5. As the petitioner did not submit rejoinder even after issuing reminders, the hearing was fixed for 09.04.2025. The authorized representative of the respondent Smt. Priyanka Rani, AE (R) appeared for arguments while the petitioner did not turn up.
6. After perusal of records, documents on file and hearing arguments from respondent's representative, it is borne out that a sum of Rs. 13,621.00 was to be adjusted for fast running of meter by 28% and the same has duly been allowed. No further relief is admissible.

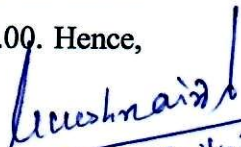
Order

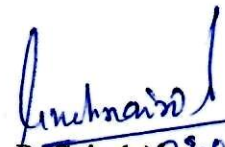
Appeal is partly allowed. Forum order stands modified as per this order to the extent that adjustment for Rs. 13,621.00 was to be allowed instead of Rs. 6,865.00. Hence, the petition is disposed off as her grievance duly stand redressed.

Dated: 23.04.2025

Order signed dated and pronounced today.

Dated: 23.04.2025


(D. P. Gairola) 23.04.2025
Ombudsman


(D. P. Gairola) 23.04.2025
Ombudsman