

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Rajpal Singh Tomar
Wing No. 3, 19/1,
Premnagar, Dehradun,
Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division
Uttarakhand Power Corporation Ltd.
Mohanpur, Premnagar, Dehradun,
Uttarakhand

Representation No. 10/2023

Order

Dated: 17.05.2023

Being aggrieved with Consumer Grievance Redressal Forum, Garhwal Zone, Dehradun (hereinafter referred to as Forum) order dated 27.01.2023 in his complaint no. 113/2022 before the said Forum, against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Mohanpur, Premnagar, Dehradun, Uttarakhand (hereinafter referred to as respondent) Shri Rajpal Singh Tomar, Wing No. 3, 19/1, Premnagar, Dehradun, has preferred this appeal for waiver of the bill.

2. The petitioner, Shri Rajpal Singh Tomar has preferred the instant appeal wherein he has submitted that he has a commercial connection no. MP62102208457 installed at his premises wing no. 3, 19/1, Premnagar, Dehradun. Average bills for the above connection were of the order Rs. 4,000.00 per bill but for last some time bills were being received in minus (-). On enquiry from respondent's office, he was informed that advance payment is deposited, so minus (-) are being issued but all of a sudden a bill for a sum of Rs. 64,000.00 (approximately) was received and further bills were also issued for a higher amount, which were being issued without meter readings. He has further averred that a complaint was preferred before the Forum, but he is not satisfied with Forum order and therefore this appeal has been preferred before the Hon'ble Ombudsman. A delay condonation application has also been submitted for

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OMBUDSMAN (ELECTRICITY)
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condonation of the delay as this appeal could not be filed by him within time limit because of his illness.

3. The Forum after perusal of records and hearing both parties and as mentioned in its order has found the complaint as baseless. They observed that as per report submitted by opposite party the complainant is using his 1 KW sanctioned load in 2 nos. shops. As per MRI report dated 14.12.2022 his maximum demand was found as 5.20 KW against his contracted load of 1 KW and the bills are being issued on metered consumption as is evident from the MRI report. In view of MRI report the complainant's submission that bills are being issued without meter reading is completely baseless. It is clear that bills have been issued on actual consumption recorded at the meter, in the billing cycles, which are correct and no corrections in the bills is called for and under these circumstances, no relief is admissible, so the complaint is liable to be dismissed and the Forum has accordingly dismissed the complaint vide their order dated 27.01.2023.
4. The respondent, Executive Engineer has submitted his written statement along with an affidavit vide his letter no. 8531 dated 31.03.2023, wherein he has submitted as follows:
 - i) A complaint of defective meter of connection no. MP62102208457 was filed on 05.12.2021. The existing meter no 32139369 was replaced with a new meter no. SS15723117 on 06.12.2021. As the old meter was showing no display.
 - ii) In the month of 01/2022 consumer's bill for above connection was corrected on 80 KWH reading of the new meter no. SS157231117 but in the month of 02/2022, the reading shown in the earlier bill for 11/2021 was in advertently mentioned, so bills for the month of 02/2022, 03/2022 and 04/2022 was issued as RDF and bills for 05/2022, 06/2022 and 07/2022 were issued on IDF.
 - iii) In order to correct the bills MRI of the newly installed meter SS15723117 was done on 23.06.2022, but due to a technical problem in RAPDRP portal, The bills on the readings obtained in MRI could not be revised. There after AE (Meter) was requested vide SDO's letter dated 21.07.2022 for checking the meter and reseal it. The test division checked the meter on 03.08.2022 and

resealed it. As per sealing report submitted by test division, the reading in aforesaid meter was found 10949 and therefore the bills for the period 08.12.2021 to 03.08.2022 were revised on actual meter readings obtaining in the meter. As the bills of the connection was under the process of correction so bills from 09/2022 to 11/2022 could not be issued. The JE verified the reading of the installed meter on 26.10.2022 and found it as 15426 units.

- iv) After approval of the correction of the bills in the past, bills from 04.08.2022 to 26.10.2022 was prepared on the basis of reading verified by the JE and after this, bills up to 14.12.2022 were corrected on the basis of daily consumption. The existing meter no. SS15723117 was replaced by a new meter no. U936613 on 14.12.2022 in pursuance to petitioner's complaint dated 06.12.2022 of defective meter.
- v) MRI of meter U936613 installed on 14.12.2022 was done on 16.12.2022 and in this MRI report recorded consumption for 2 days was 57 units and maximum demand was recorded as 5.3 KW.
- vi) In the MRI report dated 26.06.2022 of the old meter no. SS15723117 the maximum demand was found as 7.25KW in the month of 06/2022, 6.82 KW in 05/2022, 6.08 KW in 04/2022, 6.31KW in the month of 03/2022 against his contracted load of 1 KW. The petitioner was requested vide SDO's letter dated 23.01.2023 to get his contracted load enhanced but he did not take any action for getting his contracted load enhanced.
- vii) After payment in the month of March 2022 the petitioner paid Rs. 50,000.00 in the month of 03/2023 as a part payment, where after his connection was disconnected for nonpayment of outstanding dues.
- viii) The higher consumption at the connection of the petitioner is due to drawl of higher load repeatedly in almost all billing cycles and the bills have been issued accordingly. The petition is baseless and is liable to be dismissed.

He has substantiated his submissions with documentary evidences submitted with written statement as mentioned in it.

5. The petitioner has submitted 3 nos. letters dated 22.03.2023 which are not the rejoinder to respondent's written statement.

6. Records available on file has been perused and arguments from both parties were heard. It is found that the petitioner is habitual of using higher demand ranging from 5.2 KW to 7.25 KW against his contracted load of 1 KW and the higher consumption as per meter readings and as confirmed from MRI reports is attributable to the higher maximum demand drawn by him in almost all the billing cycles and the bills and corrections in the bills have also been done on the metered consumption. The Forum has rightly observed the facts of the case and found that the complaint is baseless and have accordingly dismissed the complaint. The records available on file suggest that there is no irregularity or mistake by the respondents in issuing the bills. Higher consumption is as per meter readings taken in billing cycles which are in conformity with MRI reports. Forum order needs not be interfered with and is upheld. The petition is dismissed. The petitioner is directed to get his load enhanced as per his actual requirement failing which the respondents are at liberty to take necessary action against higher demand drawn by him as per relevant regulation. As reported by the respondent under para 7 of his Written statement, petitioner's connection was disconnected for non-payment of outstanding in the month of March 2023, which is a right action by the respondent being in accordance with Sub-regulation 6.1 of UERC (The Electricity Supply Code, Release of new connections and related matters) Regulation 2020.

Dated: 17.05.2023


(Subhash Kumar)
Ombudsman

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