

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Ashraf
S/o Late Yashin
Sadak Wali Madjid,
Near Malik Service Center,
Village Sikroda, Bhagwanpur,
Distt. Haridwar, Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division,
Uttarakhand Power Corporation Ltd.
Bhagwanpur, Roorkee, Distt. Haridwar,
Uttarakhand

Representation No. 52/2024

Award

Dated: 23.04.2025

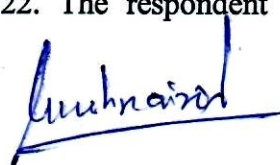
Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Haridwar Zone, (hereinafter referred to as Forum) dated 10.07.2024 in complaint no. 101/2024 by which Ld. Forum has allowed the complaint of appellant Shri Ashraf S/o Late Yasin, Sadak wali Madjid, Near Malik Service Center, Village Sikroda, Bhagwanpur, Distt. Haridwar (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Bhagwanpur, Roorkee, Distt. Haridwar, Uttarakhand (hereinafter referred to as respondent).

2. The petitioner, Shri Ashraf in the instant appeal dated Nil has averred that he has a 1 KW domestic connection no. BH2D222000908 at his premises in the name of his late father Shri Yasin since 01.01.1999. There was no dispute in the bills till February 2024 although bills for January 2024 and February 2024 were issued for 0 (zero) consumption. Bill for the month of March 2024 was issued for 8444 units consumption for a sum of Rs. 59,427.00 and this is the disputed bill. He presumes that this abnormal consumption is due to meter jumping. Having found no solution from the department he approached the Forum where his complaint was registered as



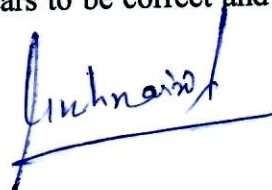
complaint no. 101/2024 and it was disposed off by the Forum dated 10.07.2024. The Forum having observed that the UPCL had not issued bills from 13.12.2020 to 17.12.2023 on recorded meter consumption but have issued bills without reading the meter. During pendency of the case in the Forum the department did not show MRI report. Being aggrieved with Forum order the instant appeal has been preferred wherein he has prayed that all the bills issued for NR and IDF be cancelled and bills be revised on the basis of average recorded consumption as obtained in the meter before March 2024.

3. The Forum after perusal of records and hearing both parties and relying upon billing history observed that the opposite party did not issue bills on metered units from 13.12.2020 to 20.03.2024 resulting into inclusion of consumption recorded prior to 20.03.2024. Having observed as such the Forum was of the view that bills issued from 11.02.2021 to 20.03.2024 be canceled and revised bills for the period 13.12.2020 to 30.03.2024 be issued for the consumption recorded during this period from initial reading 12974 to final reading 25445 having observed as such the Forum directed that all bills issued from 11.02.2021 to 20.03.2024 be cancelled and revised bills for the period 13.12.2020 to 30.09.2024 be issued for the actual recorded consumption during this period from initial reading 12974 to final reading 25445.
4. The respondent, Executive Engineer has submitted his written statement dated 01.03.2025 wherein he has submitted as follows:-
 - i. A 1 KW connection under RTS-1 having connection n. BH2D222000908 was released in the name of father of the petitioner late Yasin at his premises on 01.01.1999.
 - ii. The petitioner requested to issue revised bills based on MRI readings.
 - iii. MRI of the installed meter no. GO51686 was done on 01.01.2024 at recorded reading 19077 based on the said reading bills from 01,2024 to 11,2024 were revised. According to the revised bills a sum of Rs. 45887.00 was payable by the petitioner upto the month of 11,2024.
 - iv. Presumably the petitioner is satisfied with the revised bills as he deposited Rs. 35000.00 on 19.02.2025 against the revised bills.
 - v. The installed meter no. GO51686 was replaced by a new meter no. GU182579 vide sealing certificate no. 377/22. The respondent has substantiated his



submissions with a copy of consumer ledger and bill details as also a copy of the sealing certificate. According to the sealing certificate the new meter was installed at zero (0) reading. The meter was replaced on IDF.

5. The appellant has submitted a rejoinder (perhaps dated 17.03.2025 as is evident from respondent's written argument dated 08.04.2025). The petitioner has submitted that the bill for March, 2024 for Rs. 59426.00 also includes ASD (Additional security demand) for Rs. 8152.00. He has also requested that the amount of ASD as LPS be deleted.
6. Hearing in the case WS held on scheduled date 09.04.2025. Both parties appeared. Petitioner argued his case himself. Shri Mohamad Usam SDO appeared in behalf of UPCL and argued the case. In addition to oral submissions, he also submitted a written argument from respondent Executive Engineer dated 08.04.2025 wherein he submitted pointwise averments as follows:-
 - i. Bill dated 11,2024 amounting to Rs. 1,08,690.00 was revised for a sum of Rs. 45887.00 including Rs. 5100.00 as LPS. Further consequent upon replacement of IDF meter by a new meter on 18.02.2025. The bills were further revised inter-alia adjusting LPS Rs. 5100.00 and as a result of revision the revised payable amount as on 18.02.2025 has been worked out as 11423.00.
 - ii. As a result of above revision the amount of ASD (Additional security demand) shall be decided for the year 2025-26 based on revised bills. Based on the consumption recorded by the new meter from 18.02.2025 to 24.03.2025 the total payable dues has been worked out as Rs. 12,136.00 which are payable by the consumer. A copy of ledger has also been produced with the written argument which also shows the total payable dues as 12,136.00 as on 07.04.2025 after adjustment of Rs. 34,783.00 in compliance to Forum's order as also deletion of LPS.
7. After perusal of records and hearing arguments it is borne out that all grievance of the consumer regarding bills have been duly resolved by the respondent's as bills till 11,2024 have been revised from Rs. 1,08,690 to 45,887.00 and further bills from 18.02.2025 to 24.03.2025 have also been revised to Rs. 12,136.00 and after adjustment of payments as also deletion of LPS the net payable amount Rs. 12,136.00 as worked out by the respondents appears to be correct and justified and is based on

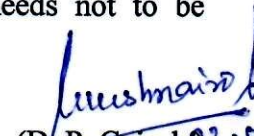


actual consumption and this amount is payable by him. The petitioner during hearing requested that he is unable to pay this amount in a single go. The respondents are directed to allow payment of the said amount in three equal installments if the petitioner submits an application for the same. As regards demand of additional security amounting to Rs. 8152.00, the respondent in his written argument dated 08.04.2025 has admitted that the same shall be revised based on the amount of revised bills during the year 2025-26.

Order


As all his grievance has been duly resolved, the Forum order needs not to be interfered with consequently, the petition is dismissed.

Dated: 23.04.2025


(D. P. Gairola)
Ombudsman

Order signed dated and pronounced today.

Dated: 23.04.2025


(D. P. Gairola)
Ombudsman