

**Before**  
**UTTARAKHAND ELECTRICITY REGULATORY COMMISSION**  
**Petition No. 44 of 2025**

**In the Matter of:**

*Suo-moto* proceeding initiated under the provisions of Section 142 read with Section 146 & Section 149 of the Electricity Act, 2003 in the matter of Non-compliance of the Commission's directions issued vide letter No. UERC/5/Tech/263/ 2024-25/1562 dated 27.02.2025.

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मा10 आयोग द्वारा रुद्रपुर में दिनांक 19.02.2025 को आहूत जन-सुनवाई के दौरान प्राप्त शिकायत।

And

**In the Matter of:**

Managing Director,  
Uttarakhand Power Corporation Ltd. (UPCL),  
VCV Gabar Singh Urja Bhawan,  
Kanwali Road, Dehradun.

...Respondent

**Coram**

**Shri M. L. Prasad**

**Chairman**

**Shri Anurag Sharma**

**Member (Law)**

**Date of Hearing: June 10, 2025**

**Date of Order: June 10, 2025**

**ORDER**

Counsel of UPCL appeared before the Commission and sought exemption of personal appearance of Managing Director, UPCL. However, counsel of UPCL apart from mere request, failed to provide any plausible explanation for the absence of the Managing Director, whose presence the Commission feels would have been very useful considering the various facts that came up during the hearing.

The Commission took note of Respondent's submission dated 05.06.2025 and enquired about the trail of events in the matter starting from the issuance of Commission's letter dated 19.02.2025 and highlighted that the said complaints were made in person during the public hearing (Judicial Proceeding) in which several officers of distribution

licensee were present. Moreover, the complaints submitted in writing and made in public hearing by the complainants stating factual details could not be treated as other isolated matter where frivolous, unsigned or anonymous complaints are sent. Further UPCL failed to distinguish that the report was sought by the Commission and UPCL had no discretion to not comply with the specific direction, therefore, such statements of UPCL challenging the authenticity of the complaints are baseless and frivolous and cannot be accepted. However, the Commission asked UPCL whether the complainant be impleaded as a party in the proceeding, to which UPCL submitted that considering the Commission's observations with regard to the authenticity of the complaint, physical presence of complainant may not be needed.

Superintending Engineer, Kashipur provided the trail of events that he was directed by Managing Director, UPCL by his endorsement dated 05.03.2025 for submitting report/comments on the Commission's letter dated 27.02.2025. Further, during the hearing, the Commission asked him to read the report dated 29.05.2025 vis-à-vis complaints on which the Commission posed several questions to him which Superintending Engineer, Kashipur could not give any convincing justification/answers to the queries raised. The Commission also pointed out that various annexures mentioned in the report are not enclosed by UPCL, to which Superintending Engineer, Kashipur requested the Commission to accept a copy of certain documents containing a Circular dated 11.09.2020 issued by Managing Director, UPCL, Agreement No. 08/ECC/SE/2023-24 dated 27.04.2023 together with Office Order dated 12.04.2024 (allotment of Type-4 quarter) and Office Memorandum dated 10.03.2025 (permanent disconnection of the connection no. 379E126001429), which were taken on record.

The Commission observed that the report was very brief, basically contending about the acceptability of the complaint rather than providing correct factual aspects in the matter supported by relevant information further it was not only vague but also did not provide the requisite information as directed in the Commission's letter dated 27.02.2025. The allegations raised in the complaint are of serious nature, however, the submissions made by the Managing Director, UPCL are contrary to the categorical directions of the Commission, which provides for confidential investigation by the competent officers at

Head Quarter level against the allegations as per the Commission's letter dated 27.02.2025. The directions given in the said letter are being reproduced hereunder:

*"... अतः शिकायतों में उल्लिखित प्रकरणों की संवेदनशीलता को दृष्टिगत रखते यह नितान्त आवश्यक है कि प्रकरणों की त्वरित गोपनीय जांच उपाकालि मुख्यालय स्तर पर सक्षम अधिकारी से आगामी 05 दिवसों के भीतर करवाया जाना सुनिश्चित करें तथा बिन्दुवार जांच आख्या साक्ष्यों सहित दिनांक 07.03.2025 से पूर्व आयोग के समक्ष प्रस्तुत करना सुनिश्चित करें।"*

*[Emphasis added]*

This delay and manner of reporting has frustrated the objective of preventing any manipulation in correct facts as was apprehended by the complainant and also mentioned in the Commission's aforesaid letter. Considering the facts that came up before the Commission during the hearing, the Commission finds it appropriate to direct the Managing Director, UPCL to ensure providing the following documents duly certified and supported by affidavit in time:

**Regarding PTW Connection (in the name of Mr. Saidatta)**

- (1) Copy of application for the PTW connection by the consumer
- (2) Copy of application for the request of PD by the consumer
- (3) Copy of receipt of the amount deposited by the PTW consumer, if any
- (4) Copy of Sealing Certificate at the time of Temporary Disconnection
- (5) Copy of Sealing Certificate at the time of Permanent Disconnection
- (6) Copy of Billing history with MRI report in hard and soft copy (in MS Excel format)

**Regarding Connection at Executive Engineer premises**

- (1) Copy of Letter of allotment of the Corporation quarer at Kashipur to the concerned Executive Engineer
- (2) Copy of application for the Electricity connection by the allottee
- (3) Copy of Record substantiating registration of the connection
- (4) Copy of Receipt for the payment for release of connection
- (5) Copy of Office Memorandum for release of connection/load sanction
- (6) Copy of Date of installation of Meter with Sealing Certificate
- (7) Copy of Bills issued since installation of Meter
- (8) Copy of consumption/billing history with MRI report in hard and soft copy (in MS Excel format)

**Regarding Meter Number 8803333**

- (1) Copy of Trail of Meter movement/installation(s) from the date of Meter purchase to till date
- (2) Copy of all records of testing of the said Meter.

**Regarding Meter Number KH7K330185037 at Khatima**

- (1) Copy of billing data of last 01 year
- (2) Copy of Consumer history.

In the present matter, considering the facts and circumstances, the Commission considers it appropriate to hear the matter on the next date i.e. **17.06.2025 at 11:30 hrs.** in the personal presence of the Managing Director, UPCL, Director (Operations), UPCL and concerned officers. The above information shall be furnished before the date of hearing.

Ordered accordingly.

**(Anurag Sharma)**  
**Member (Law)**

**(M. L. Prasad)**  
**Chairman**