

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Smt. Deepa Maithani
Kalka Vihar,
Near Cryslys School,
Thakurpur, Premnagar,
Dehradun, Uttarakhand

Vs

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

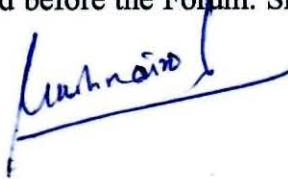
Representation No. 11/2025

Award

Dated: 23.05.2025

Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Garhwal Zone, (hereinafter referred to as Forum) dated 10.02.2025 in complaint no. 93/2024 by which Ld. Forum has dismissed the complaint of appellant Smt. Deepa Maithani, Kalka Vihar Near Cryslys School, Thakurpur, Premnagar Dehradun, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Mohanpur, Premnagar, Uttarakhand (hereinafter referred to as respondent).

2. The petitioner preferred an appeal dated 07.03.2025, which was subsequently revised on 10.03.2025, when a notarized affidavit was also submitted. She has averred that she has a 3 KW domestic connection at her residence. Bill for February-March 2024 was received for 697 units against average consumption of 150 units per month. Next bill for the billing cycle April-May 2024 was issued for 2965 units (A perusal of the bill shows that billed units in this bill were 2761 KWh). In her view this much consumption was not possible in a period of 35 days of the billing cycle when maximum recorded demand was 2 KW and this consumption may be due to some defect in the meter. Complaint was preferred before the Forum. She appeared 6 times



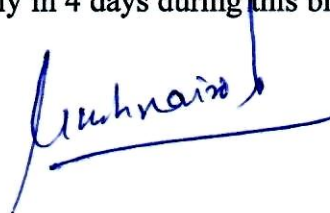
before the Forum for hearing but the Forum did not consider her arguments as well as facts mentioned in her complaint and relying upon the submissions of the opposite party dismissed the complaint vide order dated 10.02.2025. She has prayed that bill for February-March 2024 be revised on the basis of average consumption and bill for the billing cycle April-May 2024 be ordered to be revised as may be justified. The department pressurized her repeatedly to make payment under the threat of disconnection and in order to avoid disconnection she cleared all the payments. Payment of any outstanding dues after receipt of revised and corrected aforesaid 2 bills shall be made. A copy of MRI may also be made available to her.

3. The Forum after perusal of records on file and hearing arguments from both parties noted that as per MRI report reading in the meter on 01.04.2024 was 9029.9 KWh and on 01.05.2024 it was 9160.6 KWh. The meter reading as per MRI report on 01.06.2024 was 12115.6 units. The Forum was of the view that as per MRI report bills during the 2 billing cycles referred in the complaint have been issued on actual consumption recorded in the meter as confirmed in the MRI report and hence the Forum was of the view that no correction or revision in the bill can be done and therefore no relief is admissible. Having observed as such the Forum dismissed the complaint vide its order dated 10.02.2025.
4. The respondent, Executive Engineer has submitted his written statement vide his letter no. 8538 dated 01.04.2025 along with a notarized affidavit. Point wise replies have been submitted as follows:-
 - i. The consumer Smt. Deepa Maithani lodged the complaint no. 22305240264 on customer care on 23.05.2024 regarding bill for excessive consumption for her connection no. MP21425226305 on meter no. 81628514. The meter was checked on 31.05.2024 and MRI was also done and it was found that bills have been issued on actual recorded consumption (Annexure 1)
 - ii. On the request of the consumer check meter was installed vide sealing certificate no. 08/22 dated 12.08.2024 which was finalized on 24.09.2024. No difference in the consumption recorded in the installed meter and the check meter was found. Therefore check meter was removed. (Annexure 2 and 3)
 - iii. The Forum heard her complaint no. 93/2024 and dismissed the complaint based on MRI report which revealed that bills have been issued on actual



recorded consumption and ordered that no correction or revision in the bill is required neither any relief can be granted.

5. The petitioner has submitted a rejoinder dated 15.04.2025 along with affidavit. She has given consumption billed in the bills in the billing cycles 06.05.2024 to 07.05.2024, 07.05.2024 to 08.05.2024, 08.05.2024 to 09.05.2024 and 09.05.2024 to 10.05.2024 in which the recorded/billed consumption varied from 232 units to 988 units per billing cycles. In addition to that she has made the same averments as she had made in her appeal.
6. Hearing in the case was held on the scheduled date on 14.05.2025. Both parties appeared for arguments. The petitioner Smt. Deepa Maithani argued her case herself orally and Shri Keval Singh SDO verbally pleaded the case of respondent. Arguments concluded and 23.05.2025 was fixed for pronouncement of order.
7. Arguments from both parties were heard, records and documents available on file were perused. It is observed that a 3 KW domestic connection was released in the name of the petitioner on 03.10.2018 by installing a meter no. 81628514. The same meter still exists at consumer's premises. Veracity of this meter was checked by a check meter study conducted from 12.08.2024 to 24.09.2024 as per sealing certificates available on file. Veracity of the existing meter was established by this check meter study as there was no difference in the consumption recorded by the installed meter as well as the check meter during the period of check meter study. Billing history shows that all bills right from the first bill for the month of 11/2018 issued on 20.11.2018 up to the latest bill for the month of May 2025 issued on 13.05.2025 were issued on metered consumption except only one bill for the month of 05/2019 issued on NR on 31.05.2019. The consumer's grievance is regarding the bill from 14.04.2024 to 19.05.2024 issued for 2761 units for a sum of Rs. 20,427.00 against the recorded consumption of 2965 KWh from previous reading 9087 to present reading 12052. The consumer's grievance is that, that much consumption for a period of 35 days of the bill for recorded maximum demand of 2 KW in the said billing cycle against her contracted load of 3 KW is impossible as even at a 100% load factor the maximum possible consumption could be only 1632 KWh. During this billing cycle 2823 units have been recorded only in 4 days during this billing cycle as reproduced below:



- i. From 06.05.2024 to 07.05.2024 – 232 units
- ii. From 07.05.2024 to 08.05.2024 - 986 units
- iii. From 08.05.2024 to 09.05.2024 – 988 units
- iv. From 09.05.2024 to 10.05.2024 – 617 units

While it is a fact that during this billing cycle the recorded consumption was 2965 KWh is abnormally high on a 3 KW contracted load under domestic category specially when maximum recorded demand in the billing cycle was only 2 KW. Further as submitted by the petitioner and as also verified from MRI daily consumption from 06.05.2024 to 10.05.2024 is also not possible for such a demand and thus 2823 KWh consumption in just 4 days in the billing cycle for 2 KW maximum demand is also not possible. The respondents could not give any satisfactory reply for this exorbitant consumption in the billing cycle. Although veracity of the meter is established as per check meter study, this abnormal behavior of the meter is unexplainable. Further it has also been noted from the billing history that meter's behavior in some billing cycles has been abnormal. For example in the billing cycles for the month of 11/2018 and 03/2019, while the metered consumption in these 2 billing cycles have been 75 KWh and 197 KWh respectively, maximum recorded demand in these 2 billing cycles has been mentioned as 0.0 KW. Further in the billing cycle for the month of 05/2025 (bill dated 13.05.2025), while recorded consumption has been shown as zero (0) KWh the maximum recorded demand has been mentioned as 1.39 KW. In view of these abnormalities it is observed that in spite of meter's established veracity its behavior at certain occasions in certain billing cycles have become abnormal.

7. The fact remains that the meter was installed on 03.10.2018 at zero (0) initial reading. First bill was issued on 20.11.2018 for 75 KWh present reading and the latest bill for the month of 05/2025 issued on 13.05.2025 has been issued on present reading 13613 KWh, it shows that the total recorded consumption from 03.10.2018 to 13.05.2025 has been 13613 KWh. This is the actual consumption recorded by the meter during the said period of 78 months and thus if it is uniformly distributed over a total period of 78 months the average recorded consumption per billing cycle as 175 units per billing cycle. In view of the facts mentioned above, it would be logical as well as justified that all the bills issued by the respondents during the said period are cancelled and revised bills on 175 units per billing cycle on appropriate tariff without

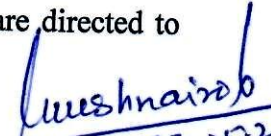
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any LPS and after adjustment of payments made by the petitioner during the entire period, are issued.

8. From the consumer ledger submitted by the respondents, it is established that a sum of Rs. 261.00 is outstanding against the consumer, which is the amount of the latest bill for the month of 05/2025. It shows that the petitioner has been making payments of the bills including the disputed bill regularly.
9. As discussed above, the respondents are liable to issue revised bill as above and the petition is liable to be allowed.

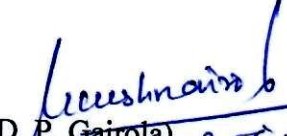
Order

The petition is allowed. Forum's order is set aside. The respondents are directed to issue revised bill as above, within 15 days of the date of this order.


(D. P. Gairola)
Ombudsman
23.05.2025

Dated: 23.05.2025

Order signed dated and pronounced today.


(D. P. Gairola)
Ombudsman
23.05.2025

Dated: 23.05.2025