

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

M/s K. K. Herbals
C-04, Industrial Estate,
Mahaan Via Ramnagar,
Haldwani, Distt. Nainital,
Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division,
Uttarakhand Power Corporation Ltd.
Ramnagar, Distt. Nainital,
Uttarakhand

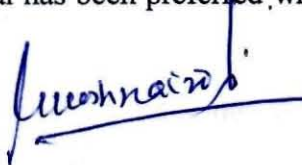
Representation No. 04/2025

Award

Dated: 09.09.2025

Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Kumaon zone, (hereinafter referred to as Forum) dated 10.01.2025 in complaint no. 246/2024 by which Ld. Forum disposed off the complaint of the appellant M/s K. K. Herbals, C-04, Industrial Estate, Mahaan, Via Ramnagar, Haldwani, Distt. Nainital, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Ramnagar, Distt. Nainital, Uttarakhand (hereinafter referred to as respondent).

2. The instant petition dated 01.02.2025 has been preferred by the petitioner being aggrieved with Forum's order. The petitioner has averred that bills after 27.01.2022 were not received by him neither MRI report was given to him. complaint for the same was lodged with the Forum but the Forum ignoring the mistakes committed by the meter reader have decided the complaint. As no action to redress his grievances was taken by the Forum hence this appeal has been preferred wherein he has averred as follows:



- i. A consumer can pay as per his paying capacity and if the bills are given regularly as per billing cycle per month, he can easily pay the bill and can avail the benefit of 1.5% rebate for prompt payment.
- ii. A consolidated bill for a period of 2 years amounting to about Rs. 10,000.00 cannot be given to the consumer, whose monthly bill amount is about Rs. 100-200, so he is not able to pay such a heavy amount of the consolidated bill. Issuing a consolidated bill for a long period of one year, two years or three years along with LPS is not justified.
- iii. In the past also he has to pay the consolidated bills in spite of complaints to the department. These bills have been given on wrong readings given by the contractor, which is a wrong practice and necessary action should have been taken by the department against the contractor.
- iv. A written complaint was made to the department on 19.05.2023 having received a consolidated bill for the month of January 2022. Copy of the said complaint is enclosed. Whatever decision has been taken in the complaint was not judicious and was improper, it amounts to be a punishment to the consumer.
- v. It is requested that order be issued to the department for making available monthly bills from January 2022 along with MRI report, which will reveal that how the work of meter reading was wrongly been conducted by the contractor.

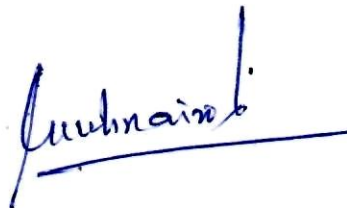
In view of his above averments the petitioner has prayed that department be directed to give month wise bills along with MRI reports to him. He is ready to pay the monthly bills if prepared on the basis of the MRI report. If the consolidated bill for a long period is given then he had to pay 18% interest for no default on his part. He has requested that a judicious decision be passed.

3. In his subsequent letter dated 17.02.2025 the petitioner has inter alia referred Indian Evidence Act, 1972 (section 76) under which it is mandatory to give monthly bills along with MRI report, which has been overlooked by the Forum while deciding his complaint under reference. He has further requested that copies of the monthly bills and MRI report be given to him for which he is ready to pay necessary charges if required.
4. The Forum has observed that the complaint is regarding non issue of bills regularly, however billing history was adduced by the SDO during hearing which shows that

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bills have been duly issued as per billing cycles. It was further informed to the Forum by the SDO that 2 mobile numbers of the complainant are registered with the department. Information regarding the bill was regularly given on the registered mobile numbers so the intimation of bills is automatically stands given to the consumer and it is expected from the consumer that he makes the payment of the bills within time limit. The Forum further observed that a perusal of ledger suggests that the complainant has not been regularly making payments of the bills. Having observed as above the Forum disposed off the complaint vide order dated 10.01.2025 with the direction to the opposite party that they should ensure to give bills for each billing cycle to the consumer. Regarding resolution of the dispute between the consumer and the meter reader the department should depute the JE to enquire into the matter at site. Further the Forum also directed the consumer that he should make payments of his bills timely.

5. The respondent has submitted a written statement vide his letter no. 3925 and 3922 dated 15.07.2025 along with a notarized affidavit wherein point wise reply has been submitted as follows.
- i. MRI report of connection no. RR6G123124962 is enclosed (however the report was not enclosed with the aforesaid letter, however a copy of the report was submitted by the respondent on 21.08.2025, when directed by this office).
 - ii. No reply is required.
 - iii. Copies of the bills issued for the above connection are enclosed.
 - iv. Bills have duly been issued on the basis of MRI report.
 - v. As per rules of the corporation intimation of the issued bills is sent to the consumer on his registered mobile number through SMS and a hard copy is also sent to the consumer.
 - vi. Copies of the bills are enclosed as mentioned at sr. no. iii above.
 - vii. The bills are issued in accordance with tariff orders issued from time to time.
 - viii. No reply is required.
 - ix. The JE contacted the consumer for making payment of balance amount of the bills after Forum's order dated 10.01.2025 passed in complaint no. 246/2024 but the consumer did not pay the balance outstanding amount, therefore the connection was disconnected.



6. The petitioner has submitted a rejoinder dated 06.08.2025. No new facts about the case has been submitted in the rejoinder which is merely a reiteration of what he has already submitted in his petition except he has alleged that the connection was disconnected without any prior notice ignoring the regulations which has caused financial loss to him. He has further requested that action against the contractor for committing irregularities may also be taken.
7. Hearing in the case was fixed for 22.08.2025 while the petitioner did not turn up on the scheduled date of hearing and intimated through email dated 22.08.2025 that he was not able to attend the hearing and his case be decided on the basis of documentary evidences available on file. However, Shri D.S. Nikhurpa, SDO appeared on behalf of the respondents. He verbally informed that the connection was temporarily disconnected on 11.03.2025 for non-payment of dues. He also submitted copy of MRI (billing data report), consumer billing history from the month of 06/2017 to 08/2025 (As per this billing history a 5 KW connection under non-domestic category was released on 30.05.2017 by installing meter no. 551204) as also a copy of consumer ledger from 01.04.2011 till 19.08.2025 in which closing outstanding dues has been shown as Rs. 41,518.00. (The same outstanding dues are also reflected in the consumer billing history ending the month of 08/2025.) Hearing was concluded order was reserved.
8. Documents and records available on file have been perused. Arguments from the respondents were heard. It has come to notice that a 5KW connection under non-domestic category was released in favor of the petitioner on 30.05.2017. The respondent has submitted copies of the bills from 22.11.2022 to 19.02.2025 with the WS which were duly sent to the petitioner vide letter no. 1909 dated 18.07.2025, copies of MRI, billing history and ledger as submitted by respondent during hearing on 22.08.2025 were also sent to the petitioner through email on the same date i.e. 22.08.2025. The connection was temporarily disconnected on 11.03.2025 for non-payment of outstanding dues which is still lying disconnected as the outstanding dues have not been cleared as is evident from the consumer billing history as well as the consumer ledger both of which shows outstanding dues Rs. 41,518.00 ending 08/2025. The consumer ledger also suggests that the petitioner has been irregular in making payment of the bills. As a result of which the outstanding dues ending 08/2025 have been amounted to Rs.41,518.00. Since copies of the bills as well as

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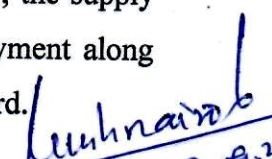
MRI, consumer billing history and ledger have duly been sent to him as aforesaid his complaint that he has not been provided these documents does not sustain. Further as per the practice and system the billing data/ bill details were regularly sent to the consumers on his registered mobile number and therefore bills stands issued and sent to him regularly. Billing upto the month of 03/2025 was done on metered consumption and that afterwards till 08/2025 were issued on NA as the connection was disconnected on 11.03.2025. Since all the desired documents as asked for by him have duly been sent to him and bills were being regularly issued as per consumer billing history and intimation of bills were also being sent to him on his registered mobile number, his complaint/ grievance stands duly redressed and no further documents as asked for by him is required, to be made available to him.

9. Such being the case, the petition is liable to be dismissed. The petitioner is liable to pay the outstanding dues Rs. 41,518.00 as aforesaid and if he desires to get his disconnected supply restored then he may request to the respondent for the same as the supply is lying disconnected for more than 5 and a half month (since 11.03.2025). In such a situation, if arises, the respondent may issue bills till date and after payment of the entire dues including the old outstanding dues Rs. 41,518.00 along with reconnection/ disconnection fee the respondent may restore the supply. Forum order stands modified as per this order.

Order

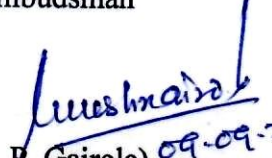
The petition is dismissed. Forum order stands modified as per this order, the supply may be restored if requested for by the petitioner after making full payment along with reconnection/ disconnection fee as aforesaid under para 9 of this award.

Dated: 09.09.2025


(D. P. Gairola) 09.09.2025
Ombudsman

Order signed dated and pronounced today.

Dated: 09.09.2025


(D. P. Gairola) 09.09.2025
Ombudsman