

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Smt. Khasti Binwal,
Lohriyasal Talla,
Haldwani, Distt. Nainital,
Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division (Rural)
Uttarakhand Power Corporation Ltd.
Hiranagar, Haldwani,
Distt. Nainital, Uttarakhand

Representation No. 24/2025

Award

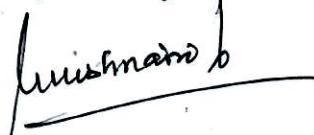
Dated: 25.11.2025

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 05.06.2025 in complaint no. 51/2025 by which Ld. Forum has dismissed the complaint of the appellant Smt. Khasti Binwal, Lohriyasal Talla, Haldwani, Distt. Nainital, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division (Rural), Uttarakhand Power Corporation Ltd., Hiranagar, Haldwani, Distt. Nainital, Uttarakhand (hereinafter referred to as respondent).

2. In the instant appeal/representation, the petitioner has averred that she has a 2 KW connection no. 369E261103125 under commercial category. The bill for the period 24.02.2025 to 24.03.2025 for a consumption of 9287 units was received for a sum of Rs. 84,173.00. Her connection remained disconnected from 03/2024 to 12/2024 and therefore so much consumption in a period of 1 month is not justified specially when her connection remained disconnected for a long period from 03/2024 to 12/2024. She approached the department and her application was rejected by the department saying that the bills are correct and cannot be revised. on the other hand the department said that the connection was disconnected on 30.03.2024 and reconnected on 04.04.2024 and therefore it only remained disconnected for a short period of 5 days. Her

submission that non issue of bills for a long period of 8 months after reconnection on 04.04.2024 shows carelessness on the part of the department. The difference in the consumptions for the period 05/2024 to 12/2024 and 01/2025 to 04/2025 as exhibited in billing history is not acceptable. The petitioner has prayed that justified order for revision of the bills be issued.

3. The Forum after perusal of records available on file and hearing arguments from both parties, observed that the bills have been issued on actually recorded consumption as confirmed by the billing history, MRI report and opposite party's report and therefore the bills issued on actually recorded consumption cannot be revised and therefore the complaint is liable to be dismissed and having observed as such the Forum dismissed the complaint vide its order dated 05.06.2025.
4. The respondent, Executive Engineer has submitted a written statement vide his letter no. 2789 dated 06.08.2024. Point wise replies has been submitted as follows:-
 - i. Ombudsman letter dated 10.07.2025 was received in his office on 19.07.2025 during which period the office was being shifted in an another building, therefore written statement could not be submitted by the prescribed date 21.07.2025.
 - ii. Petitioner's connection was temporarily disconnected on 30.03.2024 and was duly reconnected on 04.04.2024 but could not be shown as reconnected online. Consumption of 9327 units was actually recorded during the period 29.03.2024 to 24.02.2025 (332 days).
 - iii. Reading in the meter on 30.03.2024 was 24209 KWH as per MRI report and reading on 24.02.2025 at the time of online reconnection was 33446 KWH, because the connection had already been reconnected and the petitioner was regularly consuming the electricity during the said period.
 - iv. Entry of reconnection online was advised by the JE on 26.12.2024 with a delay, therefore bill could not be issued during the said period.
 - v. In fact after disconnection 30.03.2024 the connection was reconnected on 04.04.2024 i.e. after a period of 04 days only and the petitioner was using electricity regularly during the period.
 - vi. As per JE's report connection was temporarily disconnected on 30.03.2024 for nonpayment of dues. However, entry in the system was made on 01.04.2024



online. The connection was found energized in the month of 12/2024 by the meter reader. In order to issue the bill the JE entered the date of reconnection as 04.04.2024 on 26.12.2024. Due to delay in advising reconnection date on 26.12.2024 the bills were not issued.

- vii. In fact the connection was duly reconnected on 04.04.2024 but its online entry to the system was made on 26.12.2024 by JE.
- viii. The connection was temporarily remained disconnected only for 4 days and after actual reconnection the consumption was being made by the consumer, so bill under dispute was issued for actual recorded consumption.
- ix. There are 2 connections presently existing at petitioner's premises one for domestic and another for commercial use.
- x. Consumer's billing history for a past period of 3 years was duly submitted before the Forum.
- xi. The actual recorded consumption from 03/2024 to 02/2025 was 9237 units based on which the average monthly consumption comes out as 835 units. Month wise consumption from 05/2024 to 04/2025 has been reproduced by the respondent under this para.

Further he has submitted that the actual recorded consumption as per MRI report confirms the actually consumed energy by the consumer. He has substantiated his averments with copies of billing history, MRI report and a copy of the bill.

- 5. The petitioner has submitted a rejoinder dated 19.09.2025 along with a duly notarized affidavit. No new facts of the case has been submitted in the rejoinder except that she has alleged that a copy of the opposite party's report submitted in the Forum was not given to her and she has nothing to say more than that. As no advance information was given to her except the disputed bill was sent to her.
- 6. Hearing in the case was held on scheduled date 12.11.2025. The petitioner was represented by her representative Smt. Neha Joshi duly authorized by her vide affidavit dated 07.11.2025. Respondent executive Engineer himself appeared along with Senior Law Officer UPCL, Both parties argued their respective case. Arguments were concluded. Order was reserved for pronouncement on 25.11.2025.
- 7. Records available on file, specifically consumer billing history and MRI report have been perused. Arguments from both parties were heard. It is borne out that the

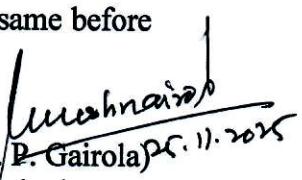
disputed bill from 29.03.2024 to 24.02.2025 for 9237 units for a sum of Rs. 84,173.00 was not for a period of 24.02.2025 to 24.03.2025 but it was for the period March 2024 to February 2025 (As per billing history). The consumption shown in the bill is in confirmation with the MRI report and the consumer billing history. The Forum order for dismissal of the complaint is liable to be upheld and need not be interfered with as it is consistent with the actual consumption recorded during the period under dispute as confirmed by billing history as well as MRI report. The petition is accordingly liable to be dismissed.

- As the petitioner's representative during hearing submitted that in the event the petition is dismissed, the petitioner shall not be able to deposit the entire amount outstanding against her in one lump-sum and therefore facility of depositing the outstanding dues in easy monthly installment be granted. In view of petitioner's request it would be desirable that as many equal monthly installments to recover the outstanding dues along with current monthly bills be granted, if request for the same is made by the petitioner, before the respondent, so that the full outstanding dues along with current monthly bills are recovered latest by 31.03.2026. LPS on the remaining outstanding dues shall be leviable if facility of installment is granted. Further standing departmental instructions regarding payment of outstanding dues in installments shall also be applicable.

Order

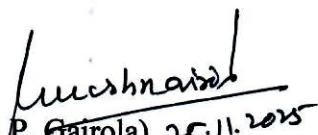
The petition is dismissed. Forum order is upheld. However, the respondents are at liberty to grant the facility of payment of outstanding dues in installment as mentioned in para 8 above if the petitioner submits an application for the same before the respondent.

Dated:25.11.2025


(D. P. Gairola) 25.11.2025
Ombudsman

Order signed dated and pronounced today.

Dated:25.11.2025


(D. P. Gairola) 25.11.2025
Ombudsman