

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Ahmed Ali
Peeth wali Gali,
Jamanpur, Selaqui,
Distt. Dehradun, Uttarakhand

Vs

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

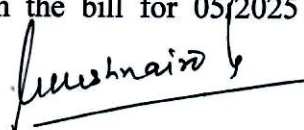
Representation No. 36/2025

Award

Dated: 28.11.2025

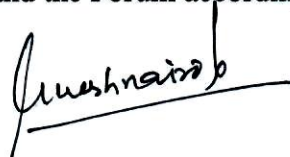
Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Garhwal Zone, (hereinafter referred to as Forum) dated 31.07.2025 in complaint no. 24/2025 by which Ld. Forum has dismissed the complaint of the appellant Shri Ahmed Ali, Peeth Wali, Gali, Jamanpur, Selaqui, Dehradun (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Mohanpur, Premnagar, Dehradun, Uttarakhand (hereinafter referred to as respondent).

2. The instant appeal dated 30.08.2025 has been preferred by the petitioner Shri Ahmed Ali being aggrieved with Forum's order dated 31.07.2025 passed in his complaint no. 24/2025 before the Forum. He has averred that his grievance is regarding bill for the month of 05/2025 received for 1353 units and amounting to Rs. 9,954.00. He has further submitted that bills for 02/2025, 03/2025, 04/2025, 06/2025 have been received for 135, 170, 233, 482 and 290 units respectively, while the disputed bill is for exorbitant consumption of 1353 units. In his view this consumption has been due to some jumping in the meter in the billing cycle. Referring a formula $P = V.I.\cos\phi$ he has averred that his average consumption should be from 200-300 units per month, therefore consumption 1353 units shown in the bill for 05/2025 is due to some



jumping action in the meter, therefore the disputed bill is liable to be corrected. He has further submitted that MRI report for the month of 07/2025 has been submitted by the department which has no concern with the disputed bill as the disputed bill is pre dated for the month of 05/2025. The MRI report is showing earth load tamper temporarily for a few minutes and the fault current should vary from 0.5 Amp to 1 Amp only as is evident from MRI tamper report and therefore consumption should be about 200 to 300 units per month. The MRI report for the month of 07/2025 while has no concern with the disputed bill and it is only for a reference and this cannot be used to decide his complaint no. 24/2025 by the Forum. The Forum's order under reference has been passed without considering the facts of the case. The disputed bill for the month of 05/2025 issued for 1353 units amounting to Rs. 9,954.00 is therefore liable to be corrected. In fact the department should have submitted MRI report for the month of 05/2025 as the dispute is regarding the bill for the month of 05/2025.

3. After hearing both parties and perusal of records the Forum observed that the complaint before the Forum was for correction of the bill for the period 15.04.2025 to 15.05.2025 for a sum of Rs. 9,954.00. A check meter was installed at consumer's premises on 20.05.2025 on his request which was finalized on 31.05.2025 as there was no difference between the consumptions recorded by the installed meter and the check meter, the check meter was removed. Department submitted that as per MRI there was earth fault in the premises of the consumer. The Forum was requested on 03.07.2025 by the complainant that another check meter be installed at his premises to verify the veracity of his meter, the same was allowed by the Forum. The opposite party in the hearing dated 30.07.2025 submitted that a smart meter no. 5748139 was installed as a check meter at consumer's premises which also confirmed earth fault in internal wiring showing irregular consumption in the meter. The Forum directed the complainant to get his internal wiring checked by an electrician. Complainant informed that his internal wiring have duly been got checked by an electrician and no earth fault or earthing in internal wiring was detected. The Forum further observed that no difference in the consumption with respect to both the meters was found and earth fault was also shown in MRI. The Forum concluded that the installed meter is working correctly and no relief is admissible and the Forum accordingly dismissed the complaint.



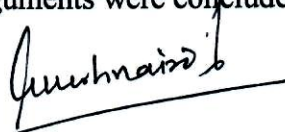
4. The respondent Executive Engineer has submitted a written statement along with a notarized affidavit, wherein he has submitted as follows:

- i. In consideration of consumer's complaint regarding his bill for the month of 05/2025, a check meter no. 5748139 was installed at his premises on 03.07.2025 and was finalized on 11.07.2025. As per sealing certificate only 1.6% variation in the consumptions recorded by 2 meters was found during the period of check meter study. As the difference was within permissible limits the check meter was removed.
- ii. An analysis of the installed meter MRI dated 11.07.2025 shows earth load tamper in the meter. Tamper report has been adduced. The same tamper report in the MRI of the check meter on 11.07.2025 was observed.
- iii. Earth fault tamper shown in both the meters MRI shows that there was leakage in the internal wiring.

Consumer billing history, sealing certificate dated 11.07.2025 for check meter finalization and dated 03.07.2025 for check meter installation as well as MRI report has been adduced.

5. The petitioner has submitted a rejoinder dated 04.11.2025 along with an affidavit. He has averred that higher consumption in the bill for the month of 05/2025 is due to meter jumping therefore correction is desirable. Respondent's claim that there was earth fault tamper, is a false submission, because the earth fault tamper in the MRI is exhibited in the month of 06/2025 and 07/2025 and not in the month of 05/2025. The earth fault tamper shown in the MRI is a false indication as it persists at 0 current also. It also shows active power and reactive/apparent power at 0. There is no leakage in his internal wiring. The earth fault shown in the meter is only a false indication, which is only for micro seconds and mili seconds. He has reiterated that his bill for the month of 05/2025 (15.04.2025 to 15.05.2025) be withdrawn and permission to pay the other bills except the bill for the month of 05/2025 be granted and this disputed bill be ordered to be revised.

6. Records available on file have been perused. Hearing was held on 24.11.2025 the petitioner appeared himself, respondents were represented by Shri Anuj, AER, both parties orally agued their respective case. Arguments were concluded, 28.11.2025 was



fixed for pronouncement of award. It is borne out that a 2 KW domestic connection with no. MP-21523037983 was released on 08.04.1994, since then the connection is in existence as per consumer billing history, the latest bill dated 11.10.2025 was issued for the month of 10/2025. The petitioner's grievance is regarding bill for the month of 05/2025 (15.04.2025 to 15.05.2025) for 1353 units amounting to Rs. 9954.00 while the respondents have claimed that this excessive consumption in the disputed billing cycle is attributable to earth fault leakage in the internal wiring of the consumer as exhibited in MRI reports of the meter as well as the check meter dated 11.07.2025 and not due to any malfunctioning in the meter. On the other hand the consumer's claim is that the earth fault leakage is exhibited in the month of 07/2025 dated 11.07.2025 post dated to the disputed bill for the month of 05/2025 and hence this is not the reason for excessive consumption recorded by the meter in this billing cycle, it is not due to some earth fault leakage in the internal wiring but it is due to some jumping phenomenon appeared in the meter in the disputed billing cycle and therefore this disputed bill is liable to be corrected. A check meter was installed at his premises on 20.05.2025 on his request was finalized on 31.05.2025 during this period both the meters recorded 84 units in 11 days period i.e. 7.6 unit per day consumption. Another check meter study was conducted on the direction of Forum from 03.07.2025 to 11.07.2025 there was only 1.6 % variation in the consumption recorded by the 02 meters during the said period. While the existing meter recorded 60 units and check meter recorded 61 units difference of 1.6 % was within permissible limits of variation being 3% during this period of 08 days, the meter recorded 6 units and per day consumption were 7.5 units per day.

7. During hearing the petitioner argued that while consumption during the 02 check meter studies was about 7.5 units per day, the same during the disputed cycle for the month of 05/2025 was 45 units per day. He further argued that the tamper reports showing earth fault leakage in internal wiring is in the month of 07/2025 and the disputed bill is for the month of 05/2025 during which no MRI tamper report showing earth fault leakage in internal wiring has been adduced by the respondent as such the MRI tamper report dated 11.07.2025 is not concerned with the disputed bill for the month of 05/2025 and therefore it is clear that the excessive consumption is not because of any earth fault leakage in his internal wiring, which has duly been tested by him through an electrician as advised by Forum, and the petitioner therefore

Pushmair

argued that the disputed bill for the month of 05/2025 for 1353 units amounting to rs. 9,954.00 should be revised/ corrected on reasonable grounds.

8. Whereas the tamper reports of the meters showing earth fault leakage in internal wiring pertains to the month of 07/2025 and no such tamper report for the month of 05/2025, the month of the disputed bill has been adduced by the respondents further in case the earth fault leakage was persisting in the month of 05/2025 also, the consumption during this month should have also been of the same order as that of during the period of 02 check meter studies which was of the order of 7.5 units per day while consumption during the disputed billing cycle for the month of 05/2025 was about 45 units per day. This suggest that the excessive consumption during the disputed billing cycle for the month of 05/2025 was not attributable to earth fault leakage in consumer's internal wiring as claimed by the respondent but it was due to some malfunctioning in the meter at some time in the billing cycle which cleared at its own which is further confirmed in 02 check meter studies when consumption recorded by the installed meter and both the check meters was either the same in one study and at a variance of 1.6% in another check meter study. The disputed bill for the month of 05/2025 (15.04.2025 to 15.05.2025) for 1353 units for a sum of Rs. 9,954.00 and further during the disputed billing cycle the maximum recorded demand as per billing history was only 2KW and on this demand the highest possible recorded consumption at 100% load factor could be only 1460 units and had 1353 units in the disputed billing cycle being the genuine consumption then the load factor in this billing cycle would have been 92.7% which is just not possible for a domestic connection. This also suggest that the recorded consumption of 1353 units is attributable to some malfunctioning in the meter sometime occurred during the period of the billing cycle.

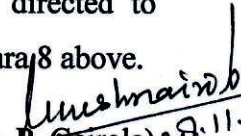
Such being the case, the disputed bill for the month of 05/2025 (15.04.2025 to 15.05.2025) issued for 1353 units, for a sum of Rs. 9,954.00 is liable to be withdrawn. In view of facts of the case it would be justified and logical to issue a fresh revised bill for the disputed billing cycle on the basis of average per billing cycle consumption recorded in the three consecutive months either preceding or succeeding the disputed billing cycle whichever is higher. The petition is liable to be allowed. Forum order is liable to be set aside.



Order


The petition is allowed. Forum order is set aside. Respondents are directed to withdraw the disputed bill and issue a fresh revised bill as mentioned in para 8 above.

Dated: 28.11.2025


(D. P. Gairola) 28.11.2025
Ombudsman

Award signed dated and pronounced today.

Dated: 28.10.2025


(D. P. Gairola) 28.11.2025
Ombudsman