

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Rajesh Kumar
S/o Shri Ramchandra,
Village- Mahtoli Tanda,
Sultanpur, Distt. Haridwar
Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division ,
Uttarakhand Power Corporation Ltd.
Laxar, Haridwar
Uttarakhand

Representation No. 10/2025

Award

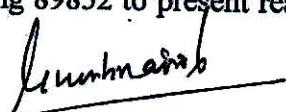
Dated: 09.01.2026

Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Haridwar Zone, (hereinafter referred to as Forum) dated 30.05.2025 in complaint no. 113/2025 by which Ld. Forum has allowed the complaint with the direction that action for PD finalization be taken treating 24.06.2022 as the date of temporary disconnection in accordance with sub regulation 6.1(1) of UERC Supply Code Regulation, 2020, of the appellant Shri Rajesh Kumar, S/o Shri Ramchandra, Village Mahtoli Tanda, Sultanpur, Distt. Haridwar, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Laxar, Distt. Haridwar, Uttarakhand (hereinafter referred to as respondent).

2. The instant petition has been preferred by the petitioner Shri Rajesh Kumar being aggrieved with the Forum order dated 30.05.2025. He has averred that his connection no. LK11437042602 is lying disconnected for last 10 years. Meter was also removed by the department and no bill was received thereafter. However, a bill of exorbitant amount has been received. The departmental employees are threatening auction of my house if bill is not paid. He is a very poor and sick person and is not able to deposit a bill of such a high amount. He has further averred that my bill was not corrected

even by the Forum after finalization of PD a sum of Rs. 1,93,016.00 has yet to be paid by me as per the PD OM issued by the department. This is not the correct bill. He has prayed that his bill may be got corrected. He has also categorically stated that no case in the matter is pending in any court of law or Forum.

3. After perusal of records and hearing arguments, the Forum was of the opinion that action for finalization of PD in accordance with sub regulation 6.1(1) of UERC Regulation, 2020 be taken by the opposite party by taking 24.06.2022 as the date of temporary disconnection and accordingly the Forum allowed the complaint vide its order dated 30.05.2025 with the direction to opposite party that PD be finalized in accordance with sub regulation 6.1(1) of UERC Regulation 2020 taking 24.06.2022 as the date of temporary disconnection.
4. The answering respondent has submitted his written statement vide his letter no. 5131 dated 11.11.2025 along with a notarized affidavit. The respondent has submitted that a 1 KW connection no. LK11437042602 under domestic category existed in the name of the consumer Shri Rajesh Kumar, S/o Ramchandra, Village Mehtoli Tanda Sultanpur, Distt. Haidwar. The Forum passed order dated 30.05.2025 in his complaint wherein it was ordered that the PD be finalized in accordance with sub regulation 6.1(1) of UERC Regulation, 2020 taking 24.06.2022 as the date of temporary disconnection. Accordingly the PD was finalized in compliance to Forum's order according to which Rs. 1,93,016.00 is payable by the consumer. No payment has yet been made by the consumer against the said payable outstanding dues.
5. The petitioner has submitted a rejoinder dated 10.12.2025 along with an affidavit. No new facts about the case have been mentioned in the rejoinder except that IDF/NA/NR bills were being issued which were not corrected resulting into accumulation of outstanding dues. No satisfactory reply or solution for rectification of the bills was taken by the department. Bills were continued to be issued even after the year 2022 when the connection was disconnected. The corrected bill without levy of surcharge has to be given so that amount of the corrected bill may be paid.
6. Records/ documents available on file have been perused and arguments from both parties were heard. It came to notice a 1 KW domestic connection was released in the name of the petitioner on 02.01.1995. Billing history shows that MU bills were issued till 24.05.2022 from previous reading 89852 to present reading 9252 for 260 metered



consumption. Thereafter the billing continued upto 25.07.2025 on the same present and previous reading 9254 as per billing history which suggests that the connection was disconnected on 24.05.2022 as also admitted by the parties and as also mentioned in Forum order. As per billing history and ledger the total outstanding dues on 25.07.2025 were Rs. 2,16,797.00 after waiver of fictitious dues Rs. 23781 (22499+1282) the closing balance as per ledger as well as the billing history were Rs. 1,93,016.00 as on 22.12.2025 in ledger. The connection has permanently been disconnected by the department and PDOM no. 2968 dated 24.07.2025 has been issued which shows date of temporary disconnection 11/2022 and payable outstanding as 1,93,016.00 and fictitious dues developed from 12/2022 to 06/2025 Rs. 22,499.00. A perusal of this OM for PD suggests that the respondent have committed a mistake in issue of this OM as the date of temporary disconnection has been taken as 11/2022 while admittedly the date of temporary disconnection was 24.05.2022 and the Forum had also ordered to finalized PD by taking the date of temporary disconnection as 24.05.2022. Forum order has therefore not been complied with correctly. The Forum order is liable to be upheld being consistent with relevant regulations 6.1(1) of UERC Regulation 2020 and the appeal is also liable to be allowed. However, the respondents are required to issue a revised PD OM by taking the date of temporary disconnection as 24.06.2022 instead of 11/2022 which date of temporary disconnection appears to be correct as there has been no consumption after 24.06.2022 till 25.07.2025 upto which the bills were issued on assessed 75 units per billing cycle which are all fictitious billings.

Order

The petition is allowed. Forum order is upheld. The respondents are directed to withdraw PDOM NO. 2968 dated 24.07.2025 and issue a fresh revised PDOM taking 24.06.2025 as the date of temporary disconnection as also directed by the Forum in its order dated 30.05.2025 passed in complaint no. 113/2025.

Dated:09.01.2026

Gairola
(D. P. Gairola)
Ombudsman
09.01.2026

Order signed dated and pronounced today.

Dated: 09.01.2026

Gairola
(D. P. Gairola)
Ombudsman
09.01.2026