

**THE ELECTRICITY OMBUDSMAN, UTTARAKHAND**

Shri Phullu Giri  
S/o Shri Amar Giri,  
Phullu Aata Chakki,  
Village Gadharona, P.O. Landhora,  
Roorkee, Distt. Haridwar,  
Uttarakhand

Vs

The Executive Engineer,  
Electricity Distribution Division (Rural),  
Uttarakhand Power Corporation Ltd.  
Civil Lines, Roorkee,  
Distt. Haridwar, Uttarakhand

Representation No. 39/2025

**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 05.08.2025 in complaint no. 172/2025 by which Ld. Forum has allowed the complaint of the appellant Shri Phullu Giri, S/o Shri Amar Giri, Phullu Aata Chakki, Village Gadharona, P.O. Landhora, Roorkee, Distt. Haridwar, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division (Rural), Uttarakhand Power Corporation Ltd., Civil Lines, Roorkee, Distt. Haridwar, Uttarakhand (hereinafter referred to as respondent).

2. The petitioner Shri Phullu Giri in the instant representation/appeal has averred that he has a aata chakki connection for last 18 years. Bills have been paid regularly. On 05.03.2024 the department without any application from him removed the old meter 016586 and installed the new meter no. 9158344. From the date of installation of this new meter the bills for excessive amount as compared to the previous bills have started coming. The amount Rs. 39,250.00 of the excessive bills till 31.10.2024 was duly deposited, for getting the bill corrected. An application for correction of the bills was given on 28.11.2024 to the department but the bill was not revised by the

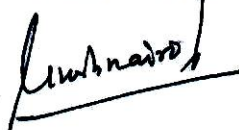
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department. An application for check meter was given on 16.01.2025. Check meter no. G7904483 was installed on 22.01.2025 and was finalized on 10.03.2025. Difference of 268 KWH and 2643 KVAH was found, which suggests that installed meter 9158344 was not correct. The bill was not revised by the department even after 44 days of check meter finalization. An application dated 24.04.2025 was given to the department for correction of the bill. The bill was not corrected even after 2 months of the application, but the connection was disconnected on 31.05.2025 without any prior intimation and meter no. G7904483 was also removed on 28.06.2025. He therefore filed complaint before the Forum requesting for correction of the bill, where it was requested that bill from 22.01.2025 to 31.05.2025 be got revised on the basis of check meter no. G790443, without levy of any surcharge. Further a sum of Rs. 89,250.00 was deposited against the bills from 05.03.2024 to 22.01.2025, including the enhanced bill. The said amount be got adjusted against the new revised bill and the outstanding dues prior to 05.03.2024.

Ignoring the facts of the case the Forum did not grant any relief. It is therefore prayed that the bills be revised and dues outstanding against the old bills be adjusted from the aforesaid amount of Rs. 89,250.00 deposited by him.

3. The Forum after perusal of documents and hearing arguments decided the complaint in consumer's favor with the direction to revise the bills vide its order dated 05.08.2025 which is reproduced hereunder:-

“परिवादी द्वारा प्रस्तुत परिवाद स्वीकार किया जाता है। विपक्षी विभाग को आदेशित किया जाता है कि वह दिनांक 14.05.2024 से दिनांक 11.06.2025 तक जारी समस्त बिलों को निरस्त करते हुए, दिनांक 22.04.2024 से दिनांक 24.04.2024 तक मात्र दो दिनांक की अवधि हेतु, पूर्व में एमयू आधार पर जारी तीन बिलिंग चक्रों में दर्ज औसत विद्युत खपत के आधार पर विद्युत खपत का निर्धारण करते हुए तथा दिनांक 24.04.2024 से दिनांक 10.03.2025 तक की अवधि हेतु, मीटर संख्या 9158344 पर दर्ज कुल विद्युत खपत-10934 ( 10935-1) यूनिट के आधार पर चैक मीटर की फाइनल रिपोर्ट का संज्ञान लेते हुए पीक आवर्स/नार्मल आवर्स/ आफ पीक आवर्स के सापेक्ष दर्ज विद्युत खपत को संशोधित करते हुए तथा दिनांक 10.03.2025 से दिनांक 11.06.2025 तक की अवधि हेतु परिवादी के संयोजन पर वर्तमान में गतिमान मीटर संख्या जी7904483 पर दर्ज वास्तविक विद्युत खपत के आधार पर संशोधित बिल परिवादी को जारी



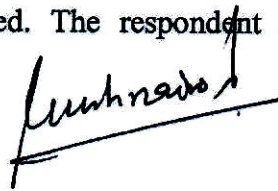


करें। विपक्षी विभाग आदेश की अनुपालन आख्या आदेश तिथि से 30 दिन के भीतर मंच के समक्ष प्रस्तुत करें।”

4. The answering respondent has submitted his written statement vide his letter no. 7343 dated 07.11.2025 along with a notarized affidavit. Point wise replies has been submitted as follows:-

- i. A connection no. RDK000012702 for 6 KW load for aata chakki under new RTS-5 General LT Industry category is in existence in the name of Shri Phullugiri, Gram Gadharona, Tehsil Roorkee, Distt Haridwar w.e.f. 01.10.2007.
- ii. The installed meter no. 016586 was replaced by the new meter no. 9158344 vide sealing certificate no. 14/35 dated 05.03.2024 because the old meter had become defective.
- iii. Check meter no. G7904483 was installed on the old installed meter no. 9158344 vide sealing certificate no. 28/267 dated 22.01.2025. Check meter was finalized vide sealing certificate no. 16/428 dated 10.03.2025 wherein the old meter was removed and the check meter was made the main meter as the old meter was found running fast by 19% in KWH and 5.8% in KVAH.
- iv. After adjustment for fast running of the existing meter a sum of Rs. 78823.00 was outstanding till the month of 06/2025.
- v. Bills on the recorded consumption as per MRI report were issued in the instant case.
- vi. The petitioner has been habitual in making part payments against the bills.
- vii. The bills had duly been revised in compliance to Forum order dated 05.08.2025.
- viii. After correction of the bills in compliance to Forum order, the outstanding dues have become Rs. 77280.00.
- ix. Outstanding dues against the petitioner's connection ending 10/2025 has become Rs. 82057.00, which is liable to be paid by the petitioner.

The bills have duly been corrected as per rules and are correct therefore the petition is liable to be dismissed. The respondent has substantiated his

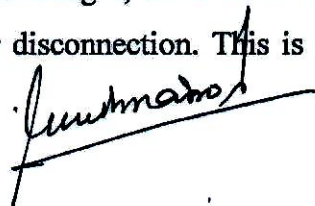


submission with documentary evidences which has been adduced with the WS as mentioned under appropriate paras of the WS.

5. The petitioner has submitted a rejoinder dated 04.12.2025 along with an affidavit. Point wise replies to the WS has been submitted as follows:-

- i. (Reply to point no. 2) he has denied that the earlier meter no. 016586 was defective. Fact is this that the said meter was correct. Bills based on the said meter were being sent to him. No application was given by him to the respondent for replacement of the so called defective meter. As no such application has been adduced by the respondent before Hon'ble Ombudsman. He was misguided that all old meters are being replaced by new meters and his meter is also being replaced accordingly. Replying upon that he duly signed the sealing certificate. Defective meter no. 9158344 was installed at his premises.
- ii. (Reply to point no. 3) The respondent has submitted that the existing meter 9158344 was found running fast by 19% in KWH and 5.8% in KVAH with reference to the check meter. Adjustment for which has duly been given in the bill, which is not correct. No adjustment for excess load in demand charges, current LPS and LPS arrear amounting Rs. 50,000.00 was never given.
- iii. (Reply to point no. 6) Respondent has alleged that he has been making part payments, which is not so. Upto the month of 10/2024 he paid total amount of the bill Rs. 49,250.00. Although the said bill was issued on the readings of the defective meter. He had requested the respondent for correction of the bills.
- iv. (Reply to point no. 7) The respondents has averred that they have corrected the bills in accordance with Forum's order, while the fact is this that the instant appeal has been preferred against Forum's order which has been passed by the Forum by overlooking the important facts of the case.
- v. (Reply to point no. 9) Bill upto the month of 10/2025 has been issued for a sum of Rs. 82057.00 while under point 4 bill upto the month of 06/2025 was Rs. 78823.00 as such bill in the 04 months has increased by Rs. 3234.00 while his connection was disconnected on 31.05.2025. The penalty is being imposed even after disconnection.

Due to the defective meter excess load charges, current LPS and arrear of LPS is continuously increasing even after disconnection. This is a mistake on the






part of the respondent. He has requested that bills from 05.03.2024 to 22.01.2025 (the date of installation of check meter ) till 31.05.2025 (the date of disconnection) be revised on the basis of check meter without levy of any penalty or surcharge.

6. After perusal of documents and records as available on file as hearing counter arguments, it has been noticed that a 6 KW aata chakki connection no. RDK000012702 was released in favor of the petitioner on 01.10.2007 with installed meter 016586 was replaced by a new meter no. 9158344 vide sealing certificate no. 14/35 dated 05.03.2024 as MRI of the old meter was not being done. On the request of the consumer check meter no. G7904483 was installed vide sealing certificate no. 28/2067 dated 16.01.2025 which was finalized vide sealing certificate no. 16/426 dated 10.03.2025 as the old meter was found running fast by 19% in KWH and 5.8% in KVAH so the old meter no. 9158344 was removed and check meter no. G7904483 was left at site as the main consumer meter. Not being satisfied with check meter study the petitioner approached to Forum through complaint no. 172/2025 which was decided by the Forum vide order dated 05.8.2025 allowing the complaint and with the directions to the respondent for correction of the bills. Necessary correction in the bill in compliance to Forum's order as duly been made by the respondents and as a result of which the latest outstanding dues ending 10/2025 have become Rs. 82057.00 ending 10/2025 due to non-payment of these dues the connection was disconnected.

Since necessary adjustment as per check meter results and in compliance to Forum order has duly been made by the respondents and the Forum order is liable to be upheld being consistent with the regulations and the same is therefore needs not to be interfered with. The petition is liable to be dismissed as necessary corrections in the bills as per check meter results as well instructions of the Forum has duly been allowed by the respondents.

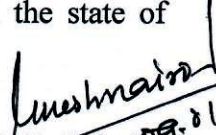
### Order

The petition is dismissed. Forum order is upheld. The respondents are at liberty to realize their legitimate outstanding dues by adopting such means as are available to them under relevant regulations and provisions under Electricity Act, 2003 including recovery of dues as arrear of land revenue by issuing RC under Government Electrical



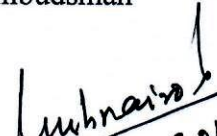
Undertaking Dues Recovery Act, 1958 as have duly been adopted in the state of  
Uttarakhand.

Dated:09.01.2026

  
(D. P. Gairola) 09.01.2026  
Ombudsman

Order signed dated and pronounced today.

Dated: 09.01.2026

  
(D. P. Gairola) 09.01.2026  
Ombudsman