

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Hari Krishan Singh Rawat
Village Kalich, P.O. Aarakot,
Tehsil Mori, Distt. Uttarkashi, Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division,
Uttarakhand Power Corporation Ltd.
Badkot, Uttarkashi, Uttarakhand

Representation No. 44/2025

Award

Dated: 25.02.2026

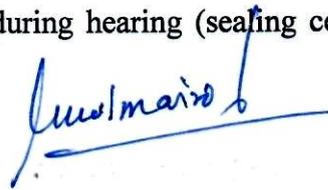
Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Uttarkashi Zone, (hereinafter referred to as Forum) dated 12.09.2025 in complaint no. 65/2025 by which Ld. Forum has allowed the complaint of the appellant Shri Hari Krishan Singh Rawat, Village Kalich, P.O. Aarakot, Tehsil Mori, Distt. Uttarkashi, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Badkot, Uttarkashi, Uttarakhand (hereinafter referred to as respondent).

2. The petitioner Shri Hari Krishan Singh Rawat in his instant appeal has averred that meter no. GU371903 installed at his domestic connection no. BD13503307176 for 1 KW load was defective since 2019 and it was replaced on 26.10.2024 after repeated requests. However, the department has shown the meter replaced on 07.07.2024 which is wrong. The bills for overbilling were being received. Complaint was made to JE Purola for correction of the bills but the bills were not corrected. The amount deposited against the bills was not updated in the accounts. Receipts for depositing the bills have been adduced. Consumer billing history for the period prior to 2011 was not provided even after requests. The Forum has passed order without hearing his arguments and without considering the facts mentioned by him in the complaint. The Forum passed order in the complaint on 12.09.2025 however a copy thereof was



given to him on 24.09.2025 and that too on his request, whereafter the instant appeal was preferred before Hon'ble Ombudsman on 06.10.2025. The Forum in its order has mentioned that the bills were paid by him occasionally at his own and regular payments were not made. The bills were not being received regularly and paid as and when the bills were received. The appeal has been preferred being dissatisfied with Forum order being a poor fellow he is not able to pay the bill of such an excessive amount. He has requested that the bill may kindly be ordered to be revised as the Forum has passed order without hearing him and without considering the facts of the case as mentioned in his complaint before the Forum.

3. The Forum in its order has mentioned that arguments from both parties were heard and records on file were perused. Since the complainant has prayed for correction of the bills issued for more than actual consumption, the opposite party was asked to correct the issued bills. The opposite party submitted a copy of consumer billing history which shows that the IDF/NR bills for more than 2 billing cycles have duly been corrected as per rules on which the complainant has also shown his satisfaction. The Forum directed the opposite party to issue the bills on actual reading obtained in the meter in future. In view of above mentions the Forum allowed the complaint vide its order dated 12.09.2025 and has further mentioned that the complaint is disposed off as the disputed bills have duly been corrected by the department as per rules.
4. The respondent Executive Engineer has submitted his written statement vide letter no. 14 dated 03.01.2026 wherein he has submitted as follows:-
 - i. It is not correct to say by the petitioner that his meter was defective since 2019. The online billing history clearly shows that the meter was correct in the year 2019. Bill from the year 2019 to 10/2023 were issued on MU. NA/NR bills were issued in the month of 12/2023, 02/2024 and 04/2024. In the month of June 2024 IDF bill was issued for the first time meaning thereof that on online billing history the meter was declared IDF in the month of 06/2024. The staff was directed to replace the IDF meter on 08.07.2025. The old meter was not found at consumer's site. The new meter GU371903 was installed at the premises on 08.07.2024 vide sealing certificate, a copy of which has been given by the respondent, later during hearing (sealing certificate no. 727/12

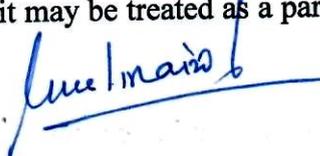


dated 08.07.2024). After entry of meter replacement under RAPDRP system a corrected bill duly revising IDF bill was issued for the correct amount.

- ii. Bills as per his actual consumption were issued by the department and no overbilling was done. Regarding consumer's allegation that a bribe was given by him to the JE for correction of the bills, the concerned JE Shri Narendra Singh Rana has submitted in writing that no money was given to him by the consumer for his bill correction. Online billing history, payment history and consumer ledger clearly shows that a sum of Rs. 8,153.00 was outstanding against the consumer on 21.05.2011. After the said date he never paid his bills in full, but he used to pay partly Rs. 500.00 to Rs. 200.00 or Rs. 300.00 in some months at his own volition, due to the part payments made by him the outstanding dues were got accumulated and reached to Rs. 17,086.00 up to the month of November 2025.
- iii. As per billing history which is available from the month of January 2008. Rs. 5,701.00 were outstanding against him in the month of January 2008. He never paid the said amount in full and he used to pay a sum of Rs. 500.00, Rs. 200.00, Rs. 300.00 in different months at his own volition resulting into increase in the dues including LPS. All payments made by him are duly entered in the online billing system, consumer payment ledger, He has been wasting the time of department, Forum and Hon'ble Ombudsman for not depositing the bills in full and now wanting correction in the bills.
- iv. Regarding his replies on other points the respondent has submitted that his replies are as mentioned under point no. i) to iii) above.
- v. AS per RAPDRP system the billing history unjder online billing system is available from the month of January 2008 to November 2025, which shows that all the bills have been issued on MU. As such his averments that billing history for the period prior 2011 was not given to him is wrong. He is misguiding not only the department but Hon'ble Forum and Hon'ble Ombudsman also.

Copies of the documents as mentioned in the written statement have been adduced.

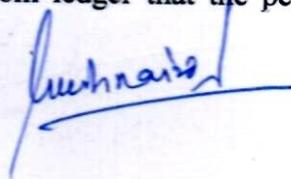
5. The petitioner has submitted a notarized affidavit dated 13.01.2026 as his rejoinder wherein he has averred that points mentioned from sr. no. i) to vi) in his petition no. 44/2025 are true and correct. This affidavit may be treated as a part of his petition. He



has also mentioned that no. case on this subject matter is pending before any Forum or Court.

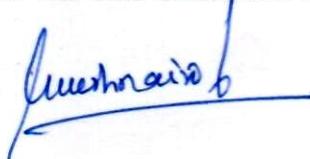
6. Hearing in the case was held on the scheduled date 04.02.2025. While the petitioner was represented by his son Shri Pawan Rawat, who had duly been authorized by him vide his letter dated 25.01.2026, the Executive Engineer himself appeared along with SDO cum AE (R) for arguments. Both parties argued their respective case. The respondent has submitted copies of the documents viz. a consumer billing history from 17.01.2008 to 08.01.2026, consumer's ledger from 01.04.2011 to 01/2026 and a copy of sealing certificate no. 727/2012 dated 08.07.2024 for replacement of the defective meter by the new meter no. GU371903 and calculation sheet for bill revision from March 2019 to May 2025. All these documents have been taken on record. Arguments were concluded, order was reserved.

7. Documents available on file have been perused. Hearing from both parties were heard. The petitioner's allegation that his meter was defective since 2019 and over billing was done. Meter's replacement date has wrongly been given as 07.07.2024 while it was replaced on 26.10.2024, does not prove to be true and correct in totality. The computer generated online statements, the consumer billing history and consumer's ledger as well as sealing certificate reveals that the installed meter was not defective from March 2019 as the billing history shows that MU bills were issued from January 2019 to January 2020 whereafter 02 NR bills were issued for the month of 03/2020 and 05/2020 and MU bills were again issued from 09/2020 to 11/2020 whereafter NR bills were issued from 02/2021 to 06/2022 and again MU bills were issued from 08/2022 to 02/2023. Again 01 NR bill was issued in the month of 04/2023 thereafter MU bills were issued from 06/2023 to 12/2023 again 03 no NR bills were issued for the month of 02/2024, 04/2024 and 06/2024 whereafter IDF bills were issued from 09/2024 to 05/2025 and whereafter the defective meter which had become defective from the month of 06/2024 was replaced on 08.07.2024 as per sealing certificate no. 727/2012 when old meter was not found at site. This shows that meter was not defective from the year 2019 as alleged by the petitioner but it had become defective in the month of 06/2024 and was replaced on 08.07.2024. From January 2019 to 04/2024 MU bills were issued except NR billing for some billing cycles as mentioned above NA/NR bills are provisional bills and are adjusted when MU bills are issued. It is also revealed from ledger that the petitioner has been a



habitual defaulter in making payments against the issued bills. He had paid part payments against outstanding dues throughout the period at his own volition which resulted into accumulation of outstanding dues. The bill revision calculations submitted by the respondent during hearing shows that bills from the month of March 2019 to May 2025 have been revised on the basis of average consumption of 37 units per month based on the total recorded consumption on 335 KWH in 09 months by the new meter from 08.07.2024 to 14.05.2025. As per billing history as also the consumer ledger total outstanding dues on 31.01.2019 were Rs. 8944.00 which is also shown in the bill revision calculation sheet and total dues as worked out in this calculation sheet from March 2019 to May 2025 are Rs. 6760.00 therefore total corrected outstanding dues against the consumer ending May 2025 has been worked as Rs. 15704.00. During the period from 2019 to 2025 he has paid Rs. 2500.00 so total payable dues ending May 2025 has been worked out as Rs. 13204.00 against system generated dues as per billing history are Rs. 19122.00 therefore corrected net adjustment of Rs. 5918.00 (19122-13204) and after allowing this adjustment of Rs. 5918.00 total outstanding correct dues ending July 2025 as per billing history also Rs. 14538.00 which is also reflected in the ledger in the month of September 2025 after allowing adjustment of Rs. 5918.00 and afterwards the latest dues outstanding on 08.01.2026 as per ledger as also as per billing history as Rs. 16116.00.

8. It is therefore clear that bills have correctly been revised on the basis of average consumption recorded by the new meter which is only 37 units per months which does not appears very reasonable for a domestic connection of 1 KW but very low. As such petitioner's grievances have rightly been redressed by the respondents and no further relief is admissible to him and he is liable to pay the corrected outstanding dues of Rs. 16116.00 ending January 2026. The Forum has rightly allowed/ disposed off the complaint in view that the bills have duly been revised by the department. Such being the case the petition is liable to be dismissed. Forum order is liable to be upheld. The petitioner is liable to pay the outstanding dues which are correct ending January 2026 to the respondents. In the event however if the petitioner fails to deposit these legitimate outstanding dues to the respondents, the respondents are at liberty to recover their outstanding dues from the petitioner by adopting such means as are available to them under UERC Regulations and the statute including recovery of dues as arrear of land revenue by issuing RC to the DM concerned under section 5 of

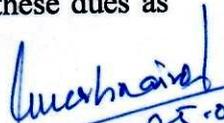


Government Electrical Undertakings Dues Recovery Act, 1958 which has duly been adopted in the state of Uttarakhand.

Order

The petition is dismissed. Forum order upheld. The petitioner has to pay the corrected outstanding dues of Rs. 16116.00 ending January 2026 to the respondents and in the event of nonpayment by him the respondents are at liberty to recover these dues as mentioned under para 8 above.

Dated: 25.02.2026


(D. P. Gairola) 25-02-2026
Ombudsman

Order signed dated and pronounced today.

Dated: 25.02.2026


(D. P. Gairola) 25-02-2026
Ombudsman