

## THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Sundar Singh Sajwan  
S/o late Shri Fate Singh Sajwan  
Village Kirada, Patti Kwili  
Post- Chaka, Tehsil – Gaja  
Distt. Tehri Gahrwal, Uttarakhand

Vs

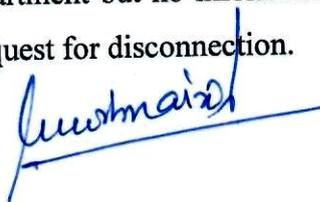
The Executive Engineer,  
Electricity Distribution Division ,  
Uttarakhand Power Corporation Ltd.  
Srinagar Gahrwal, Uttarakhand

Representation No. 53/2025

### Award

Dated: 25.02.2026

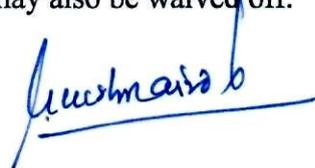
- Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Srinagar Zone, (hereinafter referred to as Forum) dated 23.09.2025 in complaint no. 173/2025 by which Ld. Forum has disposed off the complaint of the appellant Shri Sundar Singh Sajwan, S/o late Shri Fate Singh Sajwan, Village Kirada, Patti Kwili, Post- Chaka, Tehsil Gaja, Distt. Tehri Garhwal, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Srinagar Garhwal, Uttarakhand (hereinafter referred to as respondent).
2. The instant appeal dated nil submitted along with notarized affidavit dated 28.11.2025 has been preferred by Shri Sundar Singh Sajwan, S/o late Fate Singh Sajwan, being aggrieved with Forum order dated 23.09.2025 in his complaint no. 173/2025 before the Forum Srinagar Garhwal. Facts of the case as averred by the petitioner are as follows:-
- i. His father Shri Fate Singh Sajwan had died on 09.06.2006.
  - ii. Request for disconnection of connection no. SN13305031922 in the name of his father was made to the department but no information was received from the department regarding his request for disconnection.



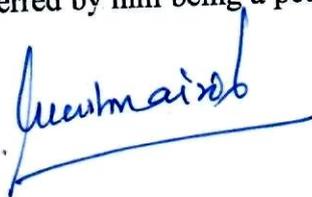
- iii. When he reached his village at the time of election of the panchayat he needed a electricity connection. The respondent no. 1 informed him a sum of Rs. 2540.00 is outstanding against the erstwhile connection as on 23.05.2021. A new connection shall be given to him after depositing the outstanding dues.
- iv. After death of his father on 09.06.2026 he came down to Dehradun. Electricity at his residence in the village was not used after death as nobody was residing in the said premises. Issuing bill thereafter is not justified.
- v. The outstanding dues against the said connection are being shown due to a fault in the part of the respondent. SDO Devprayag was informed about his application dated 10.08.2006 which was duly received by the then lineman Shri Nathi Singh Negi and which has been adduced as Annexure No. 1 of the petition.
- vi. Against the alleged outstanding dues complaint was lodged by him before Forum Srinagar Garhwal (No. 175/2025) which was disposed off by the Forum vide its order dated 23.09.2025 against which the instant appeal is preferred.
- vii. The Forum as decided the complaint without using his mind and ignoring the law and rules which is illegal.

**Grounds of appeal**

- viii. Forum's order is against facts and law.
- ix. The order is not based on facts and not following the law which is an error on the part of the Forum.
- x. The Forum passed the impugned order ignoring that he had already informed the department about the death of his father and submitted a letter dated 10.08.2006 wherein he had informed the SDO concerned that his connection was duly disconnected by the department on 10.08.2006 when meter and the wires were taken away by the departmental staff after disconnection of the connection.
- xi. Forum's order is liable to be set aside.
- xii. Forum order is liable to be set aside in view of the facts that there is no outstanding dues against him in the premises above.
- xiii. The petitioner has prayed that Forum order be set aside and the outstanding dues claimed by the Department may also be waived off.

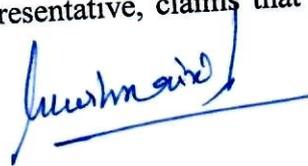


3. The Forum held arguments on 23.09.2025. Both parties appeared. Forum observed that the complainant could not adduce a documentary evidence to show that the connection was disconnected before 2006. However, the opposite party disconnected the connection temporarily on 20.09.2017 when Rs. 923.00 was outstanding against the connection. As per records Rs. 260.00 were paid on 22.09.2017 which was not adjusted at the time of PD by the department. Having observed as such the Forum disposed off the complaint vide its order dated 23.09.2025 with the direction that Rs. 260.00 be adjusted in the final outstanding dues and after depositing the correct outstanding dues as aforesaid a new connection if applied for be given to the complainant.
4. A written statement has been submitted by the respondent along with a notarized affidavit dated 03.01.2026. The respondent has submitted that:
- i. Consumer's connection no. SN13305031922 was disconnected as per report of SDO and as per balance in the ledger of the consumer the connection was disconnected whereafter a sum of Rs. 1719.00 was outstanding against him.
  - ii. A complaint was lodged by the consumer before the Forum. All documentary evidences and reply was submitted by the department before the Forum. Forum intimated its order vide letter no. 511 dated 23.09.2025 in which the division was directed to adjust Rs. 260.00 in the final account.
  - iii. In compliance to Forum order Rs. 260.00 were duly adjusted vide letter no. 3836 dated 29.09.2025 and whereafter Rs. 1459.00 are outstanding against the complainant which are payable by him to the department.
  - iv. Documentary evidences in support of the above averments have been adduced by him.
5. The petitioner has submitted a rejoinder dated 27.01.2026 along with an affidavit.
- i. The respondent has no where mention in his WS that the date of disconnection of his connection.
  - ii. Para ii of WS is not admitted.
  - iii. No reply against para iii of WS is required being a document.
  - iv. **Additional submissions**  
The instant appeal has been preferred by him being a petitioner against Forum order dated 23.09.2025.



- v. His father Fate Singh Sajwan had died on 09.06.2006, request for disconnection of the connection no. SN13305031922 was duly made but with no response from the department.
- vi. He is the only son of his deceased father. An application dated 10.08.2026 copy of which is enclosed was submitted to SDO Devprayag duly received by the then lineman Shri Nathi Singh Negi.
- vii. After having received the above information/ report and having found no meter and line material at site by the department, the demand of outstanding dues by the department is against law.
6. On the scheduled date of hearing dated 11.02.2026 while the petitioner appeared and argued his case, the respondents were absent. The petitioner reiterated his stand that the connection under reference which was in the name of his father who died on 09.06.2006, was duly disconnected by the department when meter and cable etc. were removed on 10.08.2006 which was duly intimated by him to the SDO and the said application was duly received by Shri Nathi Singh the then lineman. A copy of the said application dated 10.08.2006 has been adduced by him and as per his oral submissions, during hearing, this was the reason for which meter and cable was not found by the staff as mentioned in PD report.
7. In the case the dispute is on the date of temporary/ permanent disconnection of the connection which was in the name of the father of the petitioner who had already died on 09.06.2006. As per petitioner's letter dated 10.08.2006 addressed to SDO and duly received by the then line man the connection had permanently been disconnected on 10.08.2006 when meter and cable was also removed and taken away by the staff. The petitioner also submitted this fact before the Forum also but the Forum did not rely as no documentary evidence in support of his averment that connection was permanently disconnected on 10.08.2006, was put up before the Forum. However, this document has duly been submitted by him along with his rejoinder as well as during hearing also and therefore the petitioner's case is that no outstanding dues after 10.08.2006 can be claimed by the department and therefore the dues claimed are fictitious and liable to be waived off. And Forum order is also liable to be dismissed.

On the other hand, the department on the basis of the PD report which do not carry the signature of the consumer or his representative, claims that the connection was



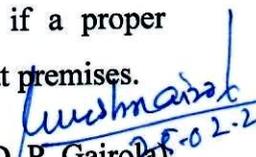
temporarily disconnected on 30.09.2017 and permanently disconnected on 28.03.2021 and have accordingly worked out a total of 1719.00 rupees payable by the petitioner and after adjustment of Rs. 260.00 in compliance of Forum order he has to pay Rs. 1459.00 to the department. In the PD report it is mentioned that meter and cable was not available. As argued by the petitioner in the PD report the department has mentioned that the meter and cable was not found. This remark substantiates his submission that connection had already been disconnected on 10.08.2006.

Such being the case the department's case that the connection was disconnected temporarily on 30.09.2017 followed by permanent disconnection on 28.03.2021 and a sum of Rs. 1459.00 is payable by the petitioner fails and petitioner's case succeeds that connection was disconnected permanently on 10.08.2006 and no outstanding dues can accrue after 10.08.2006. In view of such fact of the case, there cannot be outstanding dues against the petitioner and therefore Rs. 1459.00 claimed by the department as outstanding dues are liable to be waived off. Forum order is also liable to be set aside and petition is liable to be allowed.

### Order

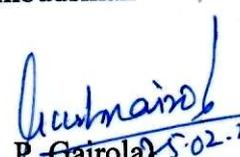
The petition is allowed. Forum order dated 23.09.2025 passed in complaint no. 173/2025 is set aside. The respondent's are directed to waive off the claimed outstanding dues 1459.00 rupees and release a connection in favor of the petitioner at the premises under reference by following the relevant regulations if a proper application is submitted by the petitioner for a domestic connection in that premises.

Dated: 25.02.2026

  
(D. P. Gairola)  
Ombudsman

Order signed dated and pronounced today.

Dated: 25.02.2026

  
(D. P. Gairola)  
Ombudsman