

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Devendra Kmar
Secretary
Doon Valley Officers Co-operative
Housing Society, Park no. 10,
Vasant Vihar, Phase 2 Dehradun,
Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division (South),
Uttarakhand Power Corporation Ltd.
18, EC Road, Dehradun, Uttarakhand

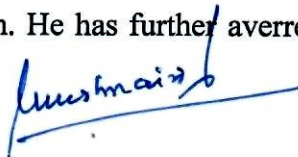
Representation No. 02/2026

Award

Dated: 27.03.2026

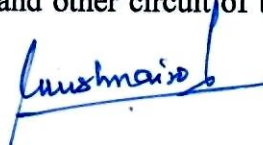
Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Garhwal Zone, (hereinafter referred to as Forum) dated 22.12.2025 in complaint no. 67/2025 by which Ld. Forum has dismissed the complaint of the appellant Shri Devendra Kumar, Secretary, Doon Valley Officers Co-operative Housing Society, Park No. 10, Vasant Vihar, Phase 2, Dehradun, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division (South), Uttarakhand Power Corporation Ltd., 18, EC Road, Dehradun, Uttarakhand (hereinafter referred to as respondent).

2. In the instant petition dated 22.01.2026 the petitioner has averred that a 1 KW connection in park no. 10 of the society was released on 27.04.2025 by installing meter no. GU 362893 and no. SD56342718636 was allotted to this connection. The first bill for 65 days was received for Rs. 19,300.00 and for 2252 units for the period 27.04.2025 to 01.07.2025. This bill is of exorbitant amount in petitioner's view as bills for other 4 nos. connections each one for 1 KW installed in another 4 nos. parks of the society are received only for about Rs.1300/- to Rs. 15,000.00 per month. Complaint was made to the respondent Executive Engineer and SDO about this exorbitant bill, but no action was taken. He has further averred that copy of sealing



certificate was not given to them at the time of release of connection. The duration of the bill was for summer season and not for monsoon season and therefore there is no chance of leakage. Welding of the poles installed in the park was not done in the park but it was got done from outside. He has therefore requested that the bill needs to be revised on the basis of average consumption. Inspection of the street light installed in the park was done by JE and line staff of UPCL but JE of society was not associated with the inspection, which was done on 21.11.2025. The petitioner Shri Devendra Kumar being complainant appeared before the Forum for arguments in his complaint no. 67/2025 but the Forum dismissed the complaint vide its order dated 22.12.2025, hence the present appeal is being preferred being dissatisfied with the order of the Forum with the prayer that the disputed bill be ordered to be cancelled treating a jumping in the meter and the bill be revised on the basis of average consumption.

3. The Forum perused the records available on file and after hearing arguments observed that the disputed bill has been issued on actually recorded consumption, which matches with MRI report submitted by the opposite party. The Forum held that the bill has therefore been issued as per rules and no correction or revision in the bill is admissible. Having observed as such the Forum was of the view that no relief can be granted and the complaint is liable to be dismissed and therefore the Forum dismissed the complaint vide its order dated 22.12.2025.
4. The respondent has submitted a written statement along with a notarized affidavit vide his letter no. 4059 dated 17.02.2026. Point wise replies has been submitted as follows:
 - i. Connection under reference was released on 27.04.2025 (connection no. SD56342718636). Bill for the period 27.04.2025 to 23.07.2025 (the correct period of the bill is from 27.04.2025 to 01.07.2025 as per bill and 23.07.2025 is the date of bill.) This bill was for 2252 KWH recorded consumption and it was for a sum of Rs. 19,300.00, a copy of MRI report of the installed meter no. 362893 has also been adduced to support the averments under this point.
 - ii. A perusal of MRI report shows that the bill was issued for the actual recorded consumption.
 - iii. UPCL issues the bills of a consumer on the basis of the readings appearing in the installed meter for a billing cycle. It is further informed that after the output of the meter the line and other circuit of the consumer are maintained



by a consumer himself. The bill under reference is therefore correct as confirmed from MRI report.

- iv. The petitioner's submission that the bill includes the consumption recorded in the meter prior to its installation in his premises is not correct. The meter was installed at 6862 initial reading as is confirmed from the enclosed MRI report.
 - v. The disputed bill was issued for 2252 units from reading (6862 to 9114) which is correct as per MRI report, which is enclosed.
 - vi. The inspection at site by JE was conducted in the presence of guard of the society.
 - vii. No other comments.
5. The petitioner has submitted a rejoinder vide letter no. 3569 and 3570 dated 27.02.2026 along with a notarized affidavit. Connection no. SD56342718636 was released on 27.04.2025 in society's park no. 10. Details of the bills issued from 27.04.2025 till date are as follows:

1) 27.04.2025 to 23.07.2025	Rs. 19,300.00
2) 23.07.2025 to 27.08.2025	Rs. 5,078.00
3) 27.08.2025 to 25.09.2025	Rs. 1,863..00
4) 25.09.2025 to 27.10.2025	Rs. 1,885.00
5) 27.10.2025 to 28.11.2025	Rs. 2,071.00
6) 28.11.2025 to 28.01.2026	Rs. 3,764.00

Based on above details the petitioner has submitted that except the disputed bill for the period 27.04.2025 to 23.07.2025 for Rs. 19,300.00 all other bills are for Rs. 1800.00 on an average. He has therefore requested that the disputed bill may be revised on the basis of average of all other bills.

6. Hearing in the case was fixed for 16.03.2026. While the petitioner was represented by its authorized representative Shri Padmendra Rana Technical supervisor who was duly authorized vide petitioner's letter no. 3596 dated 16.03.2026, the respondents were presented by SDO , Vasant Vihar. Both parties argued orally their respective case. In addition to oral submissions the respondents submitted a copy of sealing certificate no. 001/031 dated 27.04.2025 vide which connection in park no. 10 in the society was released by installing a meter no. GU362893 at initial meter reading 6862. The respondent has also submitted copies of sealing certificates no. 07/748

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dated 05.08.2025 and sealing certificate no. 27/748 dated 29.08.2025 for check meter installation and finalization respectively arguments were concluded order was reserved. Later on 27.03.2026 was intimated to be the date of pronouncement of order vide letter no. 2434 dated 18.03.2026.

7. The documents available on file have been perused, arguments from both parties were heard, facts of the case as mentioned below has come to notice.

i) A 1 KW connection under RTS 3 category was released in favour of the petitioner on 27.04.2025 vide sealing certificate mentioned above at initial reading 6862 which matches with MRI report. The disputed bill for the period 27.04.2025 to 01.07.2025 was issued on 23.07.2025 for 65 days for a recorded consumption of 2252 units from initial reading 6862 to present reading 9114 for a sum of Rs. 19,300.00. The maximum recorded demand during this billing cycle as per bill was 6.04 KVA against the contracted load of 1 KW. As such the petitioner had drawn much more load during this billing cycle that is about 5 times of his contracted load. The respondent has submitted that consumption for most of the period of this billing cycle was 40 units per day. The MRI report shows that 2022 units were recorded from 06.06.2025 to 27.07.2025, thus during this period the recorded consumption per day was 41 units per day and since it is the recorded consumption as per MRI and having regard to its maximum recorded demand as 6.04 KVA during the cycle, the recorded consumption appears to be factually correct recorded as the consumption. In view of such facts of the case the Forum has rightly dismissed the complaint as no correction in the bill was required, as the bill was prepared on actually recorded consumption, which is in conformity with MRI report. The Forum order is therefore liable to be upheld and the petition is liable to be dismissed.


Order

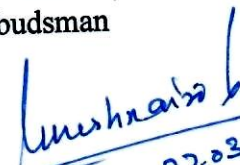
The petition is dismissed. Forum order is upheld.

Dated: 27.03.2026

Order signed dated and pronounced today.

Dated: 27.03.2026


(D. P. Gairola)
Ombudsman
27.03.2026


(D. P. Gairola)
Ombudsman
27.03.2026