

**THE ELECTRICITY OMBUDSMAN, UTTARAKHAND**

Shri Ganga Singh Rawat  
Village Jakhol, Tehsil Mori,  
Uttarkashi, Uttarakhand

Vs

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

Representation No. 55/2025

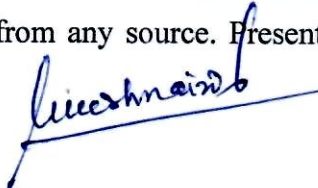
**Award**

Dated: 29.04.2026

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. 63/2025 by which Ld. Forum has partly allowed the complaint of the appellant Shri Ganga Singh Rawat, Village Jakhol, Tehsil Mori, 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 present appeal is related with 33/11 KV substation at Village Gaichwan, which although has duly been constructed by UPCL but has yet not been commissioned. About 62 nos. villages of the area are not getting quality and reliable supply due to delay in commissioning of the aforesaid substation. In his complaint the Forum directed UPCL either to expedite the pending court case regarding land dispute or to construct a new substation at some other place. Further the Forum has also mentioned in its order that as the matter of land dispute is sub-judice, the Forum is not able to give a definite order in the matter.

The petitioner has averred that his complaint is not related with land dispute but is regarding making available the quality and reliable supply continuously which is the fundamental right of the consumers and the UPCL is under obligation under law to ensure reliable supply to its consumers from any source. Presently electricity in the

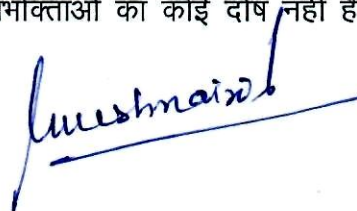


affected area is being given from Mori substation. The supply is interrupted frequently. The supply in Ghatmir, Gangai, Pawandi as also in some other places is disrupted for a number of months due to shut downs. This also suggests that the substation which has been constructed was technically necessary but consumers of the area are suffering for its non commissioning.

Forum's order is not clear and therefore cannot be complied with as no definite time limit for resolving the problems has been given, neither definite directions have been issued to the responsible officers. As a result consumers of the area are getting low voltage supply with frequent interruptions which is effecting the education, health, business of the residents. He has also mentioned that they are regularly paying fixed charges as well as other charges but are still not getting satisfactory electricity supply. In view of his above averments the petitioner has prayed that the Hon'ble Ombudsman may kindly interfere in the matter and direct UPCL to ensure availability of reliable, uninterrupted electricity supply in the area and he should make it compulsory for UPCL to comply with his orders.

3. The Forum in its order dated 12.09.2025 in complaint no. 63/2025 has observed that it is desirable that the department should contest the court case pending in the court of Hon'ble District Judge, in view of problems of 62 nos. villages for not getting satisfactory electricity supply. Mentioning sub regulation 3.1 (3) of UERC regulations, 2019 the Forum has mentioned that the Forum cannot hear complaint in such a matter which is pending in a Court of law or a Tribunal or a Forum. However the Forum has also mentioned that sub regulation 6 of SOP regulation 2022 provides that if the Licensee fails to achieve the standards provided in the said regulation the Licensee shall be liable to pay compensation. Further the Forum making following observations have passed order dated 12.09.2025:

“फोरम के समक्ष यह तथ्य प्रस्तुत हुआ है कि संबंधित विद्युत उपकेन्द्र का निर्माण उपभोक्ताओं को गुणवत्तापूर्ण एवं विश्वसनीय विद्युत आपूर्ति उपलब्ध कराने के उद्देश्य से किया गया था तथापि, उक्त उपकेन्द्र के समय से संचालित न होने के कारण उक्त उद्देश्य पूर्ण नहीं हो सका। यह भी निर्विवाद है कि इसके लिए उपभोक्ताओं का कोई दोष नहीं है।



अतः उपर्युक्त तथ्यों एवं परिस्थितियों के आलोक में फोरम उपभोक्ताओं की शिकायतों की उपेक्षा करना न्यायोचित नहीं समझता। परिणामस्वरूप यह मंच लाइसेंसी को निर्देशित करता है कि वह:-

1. या तो न्यायालय में विचाराधीन वाद का सक्रिय एवं गंभीरता से प्रतिवादन करे, प्रकरण का शीघ्र निस्तारण कराए।
2. या वैकल्पिक व्यवस्था करते हुए उपभोक्ताओं को 6 माह की अवधि के भीतर गुणवत्तापूर्ण एवं विश्वस्नीय विद्युत आपूर्ति सुनिश्चित करे।

उपरोक्त परिचर्चा के आधार पर परिवाद स्वीकार किया जाता है। परिवाद में निम्न आदेश दिया जाता है।

### आदेश

परिवाद आंशिक रूप से स्वीकार किया जाता है। विपक्षी/विभाग को आदेशित किया जाता है कि परिवाद 62 ग्रामों की सुचारु विद्युत आपूर्ति से जुड़ा होने के कारण परिवाद का उपरोक्तानुसार निस्तारण करे। परिवाद कमो लेकर 180 दिनों के पश्चात अनुपालन आक्षेप मंच के समक्ष प्रस्तुत करें। यदि शिकायतकर्ता फोरम के निर्णय से संतुष्ट नहीं होता है तो वह उत्तराखण्ड विद्युत लोकपाल, 80, वसन्त विहार, देहरादून के समक्ष अपील दायर कर सकता है। दोनों पक्ष अपने अपने खर्च स्वयं वहन करेंगे। पत्रावली दाखिल दफ्तर हो।”

4. As certain shortcomings in the petition were observed the petitioner was requested vide letter no. 2135 dated 14.11.2025 to remove these shortcomings by 28.11.2025, having received no reply by the due date a reminder no. 2208 dated 16.12.2025 was issued allowing time up to 30.01.2025 for submission of shortcomings. The shortcomings were however removed vide letter dated 19.12.2025, so the petition was admitted on 19.12.2025 and respondent was asked to submit written statement by 20.01.2026. The respondent however submitted written statement vide letter dated 28.02.2026 after issue of 2 reminders. Meanwhile a copy of the original complaint dated 08.10.2025, which was inadvertently delivered in office of UERC was also received from UERC vide letter no. 1282 dated 24.11.2025. The petition was admitted on 19.12.2025 after removal of shortcomings by the petitioner. The petitioner has also requested for delay condonation, which was duly condoned and the case was admitted.



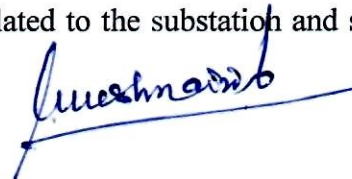
4. The respondent Executive Engineer has submitted a written statement vide letter no. 810 dated 28.02.2026 in which he has submitted that in order to resolve the matter of land dispute for which a case is pending before the Court of Hon'ble District Judge, a registered exchange deal has duly been signed in the office of sub registrar Purola on 17.01.2026. Further to resolve the land dispute a mutual agreement has also been executed between the parties on 27.02.2026 through the court mediator duly appointed by the Hon'ble District Judge, Uttarkashi. As per the mutual resolution agreement the exchange of land between the parties has been agreed. Action for registered deal has already been completed. As a result a mutual consent by both the parties has duly been filed before the District Judge, Uttarkashi. He has further informed that after passing judgment by the District Court in the matter the concerned Executive Engineer, Civil and Executive Engineer, Secondary Works Division shall be asked to complete the remaining works of the substation.
5. The respondent has also submitted on 31.03.2026 a copy of the judgment of Hon'ble District Judge, Uttarkashi dated 14.03.2026 in appeal no. 21/2023 along with a copy of the mutual agreement between the parties executed before the mediator dated 27.02.2026. In the judgment passed by Hon'ble District Judge on 14.03.2026, he has also mentioned in the judgment that the mutual agreement signed between the parties on 27.02.2026 shall be deemed as a part of his referred judgment.
6. The petitioner has submitted a rejoinder dated 16.03.2026 along with a notarized affidavit. The petitioner has averred that the respondent in his written statement has given no satisfactory solution for the main problem being faced by the consumers of about 65 nos. villages in Mori area. The respondent in his written statement has mentioned about the pending court case regarding construction of substation, while the main subject matter of his appeal was regarding availability of quality, reliable electricity supply without interruptions. He has reiterated that it is the mandatory duty of the Licensee under SOP regulations, 2022 to provide uninterrupted quality electricity supply to the consumers of the area. He has also mentioned that the respondent in his written statement has not given any details of the actions taken by the Licensee for improvement of condition of electricity supply in the area. The consumers of 65 nos. villages of the area were suffering from irregular electricity supply, low voltage and frequent outages, which is badly suffering their daily life, education and health services. He has reiterated that the Hon'ble Ombudsman may

*L. Srinivas*

kindly be pleased to direct the respondent to ensure to provide regular and quality electricity supply to the consumers of the villages in accordance with SOP regulations, 2022 for which they should be asked to take necessary steps for the system improvement such as enforcement of line, enhancement of transformer capacity. He has requested that the Hon'ble Ombudsman keeping in view the interest of the suffering consumers shall pass justified and proper order in the case.

7. 27.03.2026 was fixed for arguments in the case, while the petitioner was present, the respondent did not turn up for arguments. Therefore 10.04.2026 was fixed as the next date of hearing, which was again adjourned for 15.04.2026. None from the parties i.e. the petitioner and respondent appeared for arguments on the scheduled date. 29.04.2026 was therefore fixed for pronouncement of judgment.
8. Records available on file have been perused. It is borne out that a 33/11 KV substation was being constructed at Sankri evidently for improvement of supply conditions in the area of Mori so that proper electricity supply may be ensured to the consumers of about 62 or 65 villages in the area. Construction of 33 KV substation was almost over, pending some civil and secondary works, which were held up due to a case filed in the court of law on the issue of land dispute. As reported by the respondent efforts were made to get the pending court case on land dispute resolved for which settlement agreement with mutual consent of both the parties i.e. the UPCL and the land lord was executed on 27.02.2026 through the Court mediator duly appointed by the Hon'ble District Judge. The Hon'ble District Judge has disposed off the appeal no. 21/2023 vide judgment dated 14.03.2026. In view of the agreement signed by both parties on 27.02.2026, which has duly been mentioned in the Hon'ble District Court's judgment and in which the Hon'ble Court has categorically mentioned that the agreement dated 27.02.2026 signed by the parties shall be a part of its order dated 14.03.2026.

In view of the Hon'ble District Court's decision dated 14.03.2026 the land dispute case stands duly resolved and thus now there is no obstacle in executing the balance works of the substation. The respondent has also submitted that the concerned Executive Engineer Civil and Executive Engineer Secondary works shall be asked to complete the remaining works. Such being the case it is hoped that the UPCL shall be able to complete the remaining works related to the substation and shall also be able



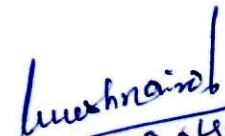
to commission the 33 KV substation Sankri, and shall be able to supply quality electricity at declared voltage without undesirable interruptions to the satisfaction of the concerned consumers of 65 nos. villages of Mori area.

As the subject matter of the instant appeal is beyond Ombudsman jurisdiction, orders on merits cannot be issued. However the appeal is disposed off with the advice that the UPCL shall take appropriate action to commission the 33 KV substation under reference expeditiously and will ensure quality electricity supply without undesirable interruptions and at declared voltage in accordance with SOP regulations, 2022.

**Order**

Forum order stands modified as per this order. Petition is disposed off.

Dated: 29.04.2026

  
29-04-2026  
(D. P. Gairola)  
Ombudsman

Order signed dated and pronounced today.

Dated: 29.04.2026

  
29-04-2026  
(D. P. Gairola)  
Ombudsman