

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Raja Ram,
S/o late Shri Rodha Singh
R/o Village Shantarshah
Thana-Bahadarabad, Tehsi-Roorkee
Distt. Haridwar, Uttarakhand

Vs

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

Representation No. 14/2026

Award

Dated: 13.05.2026

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 10.03.2026 in complaint no. 25/2026 by which Ld. Forum has dismissed the complaint of the appellant Shri Raja Ram, S/o late Shri Rodha Singh, R/o Village-Shantarshah, Thana-Bahadarabad, Tehsil-Roorkee, Distt. Haridwar, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division (Urban), Uttarakhand Power Corporation Ltd., Civil Lines, Roorkee, Haridwar, Uttarakhand (hereinafter referred to as respondent).

2. The petitioner Shri Rajaram in his instant petition dated 18.03.2026 has averred as follows:-
- i. A 1 KW domestic connection no. 681/0707/019006 (meter no. 530172) in the name of his father late Shri Rodha Singh is being used by him and his family.
 - ii. Outstanding dues Rs. 75,560.00 as on 20.03.2015 were duly paid on 25.03.2015 and all dues were cleared on that date. So, there was no outstanding on the said date.
 - iii. After payment of Rs. 75,560.00 on 25.03.2015 received a bill Rs. 742.00 which was also paid on 13.05.2015.



- iv. (iv, v, and vi) bills received for Rs. 227.00, 339.00 and 220.00 were duly paid on 25.07.2015, 04.12.2015 and 22.01.2016 respectively.
- v. (vii) A bill Rs. 84,595.00 was received on 04.09.2016 which was wrong and false.
- vi. (viii) Approached department concerned staff on 04.09.2016 for correction of the aforesaid bill of Rs. 84,595.00 but they denied for any correction and asked to pay the bill immediately failing which supply shall be disconnected.
- vii. (ix) Repeatedly approached the department for correction of the bill dated 04.09.2016 but with no avail as they refused to correct the bill.
- viii. (x) Notice dated 06.09.2016 was given to the department for correction of the bill but received no reply.
- ix. (xi) Approached against the above said wrong bill to District Forum Haridwar on 28.09.2016, the said Forum directed the department on 16.08.2019 to issue a new bill but no bill was given. Appeal before State Forum against order dated 16.08.2019, the state Forum vide its order dated 06.11.2025 directed to approach a fresh to CGRF Haridwar.
- x. (xii) His old meter no. is 5057494 against which he has been regularly making payment.
- xi. (xiii) a new meter no. 3578797 was installed at his premises on 14.10.2016 which is still existing (sealing certificate enclosed)
- xii. (xiv) Meter no. 957415 claimed to have been installed at his connection, was never installed at his premises. The said meter 957415 is however installed as the connection of Shri Tejpal Singh, S/o Shri Rodha Singh (sealing certificate enclosed).
- xiii. (xv) Reading 15624 shown appearing in the meter, was never consumed by him.

Prayer

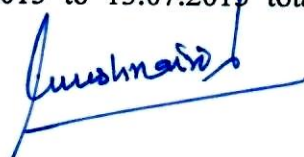
- a. The department be directed to withdraw bill dated 04.09.2016 for Rs. 84,595.00 and issue a correct bill.
 - b. His connection may not be disconnected.
 - c. No interest/ penalty be charged from him.
3. A copy of state Consumer Dispute Redressal Commission Uttarakhand dated 06.11.2025 has been submitted by the petitioner as the Hon'ble State Consumer



Dispute Redressal Commission Uttarakhand Dehradun in its above order has directed the petitioner to approach CGRF where remedy u/s 42 (5) of Electricity Act, 2003 is available. Contents of this order need not be reproduced here in this order.

4. The petitioner has also submitted a copy of order dated 16.08.2019 of District Consumer Dispute Redressal Forum Haridwar since the petitioner had preferred appeal before State Consumer Dispute Redressal Commission Uttarakhand Dehradun against the said order and the State Commission has directed the petitioner to seek remedy before CGRF as mentioned under para 3 above vide its order dated 06.11.2025, it is not relevant to reproduce the contents of this order here in this order.
5. The Forum (CGRF Haridwar) after perusal of records dismissed the petitioner's complaint no. 25/2026 vide its order dated 10.03.2026 being tenuous.
6. The answering respondent, Executive Engineer has submitted his written statement along with a notarized affidavit wherein Point wise replies has been submitted as follows:-

- i. A connection no. 681DT21019006 for 03 KW is existing since 26.04.1984 in the name of Shri Rodha Singh.
- ii. As per records meter no. 50574904 was installed at consumer's premises on 13.07.2015 vide sealing certificate no. 40/134 dated 13.07.2015 while meter no. 957415 is being mentioned in the bills. Reading in the installed meter was 15624 (copy enclosed) whereas IDF bills after meter reading 3380 were being issued on the basis of consumption of 54 units in the by monthly bill. Therefore, as mentioned in the sealing certificate the balance reading $(15624 - 3338 = 12244) + 95$ reading in the new meter for total consumption 12339. Bill for that much units was issued, details of bills issued during previous years has been given in a tabulated form under this point from 19.03.2010 to 13.07.2015. According to which total consumption during the said period was 47871 units and average monthly consumption was 377 unit per month.
- iii. From 19.03.2010 to 23.12.2013 a total of 3360 units were consumed in 45.13 months, as such average monthly consumption during this period was 74 units per month. Further as per reading found on meter no. 957415 on 13.07.2015 from 23.12.2013 to 13.07.2015 total 12244 units were



consumed in about 18.66 months, as such average consumption during this period was 656 units per month. From the above details it is found that during the period 19.03.2010 to 13.07.2015 (about 63.80 months) total 15604 units were consumed hence average consumption during the entire period was 245 units per month. Whereafter from the period 13.07.2015 to 14.02.2026 (about 127 months) a total of 47871 units per consumed through meter no. 50574904, therefore average consumption during this period was 377 units per month.

- iv. From the above table it is clear that during the period 13.07.2015 to 14.02.2026 recorded consumption varied from 325 to 501 units per month. Bills for 12244 units recorded by meter 95745 and meter no. 50574904 bills based on metered consumption were issued including arrears amounting to Rs. 64,799.00 as on 23.03.2013 were issued, including LPS.
- v. Further it is brought to kind notice that averments made by petitioner under point no. 12, 13 and 14 of the petition are baseless and wrong because the complaint was lodged for connection no. 681DT21019006, all details of which have been submitted. Meter no. 50574904 was installed at his premises vide sealing certificate no. 40/134 dated 13.07.2015 which is still existing at his premises and bills are being issued on the consumption recorded by the said meter. The meter no. 957415 referred by the petitioner was mentioned in his bills issued prior to 13.07.2015, but meter no. 530172 was existing at his premises, which is also mentioned in the sealing certificate. It is a fact that meter no. 50574904 is existing at his premises and bills are also being issued on the consumption recorded in his meter at present. Presently bill amounting to Rs. 5,65,768.00 has been issued on the reading 48034 recorded in meter no. 50574904.
- vi. The State Consumer Dispute Redressal Commission, Uttarakhand Dehradun has dismissed the order dated 16.08.2019 of District Consumer Dispute Redressal Forum, Haridwar vide order no. SC/5/A/13/2020 dated 06.11.2025.

The Hon'ble Ombudsman is apprised that amount Rs. 82,653.00 (revised amount 14,548.00) shown in the bill dated 04.09.2016 is correct in view of the facts of the case. Bills based on actually recorded consumption were issued by the department

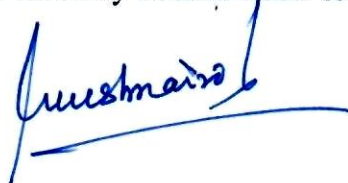


after 19.03.2010 and therefore no correction in these bills is possible. The Hon'ble Forum (CGRF) Haridwar also dismissed the complaint on the basis of facts of the case being weak. It is also brought to Hon'ble Ombudsman's kind notice that the petitioner has been using electricity for the last 11 years without making any payments of the bills. It is requested that the Hon'ble Ombudsman may kindly be pleased to dismiss the appeal and order the petitioner to deposit the outstanding dues. It is also brought to kind notice that petitioner's connection no. 681DT21019006 was temporarily disconnected in compliance to Forum's order dated 10.03.2026, but the connection was restored in compliance to Hon'ble Ombudsman's interim stay order dated 27.03.2026.

7. The petitioner has submitted his rejoinder dated 30.04.2026 at the time of hearing along with an affidavit. Point wise replies are as follows:

- i. It is admitted that connection no. 681DT21019006 for 3 KW is in existence since 26.04.1984 in the name of Shri Rodha Singh. The fact is this that a connection of 1 KW for domestic use is in existence in the name of his father Late Rodha Singh. Sealing certificate was enclosed with the petition.
- ii. Denied contents of para 2 of written statement.
- iii. Contents of para 3, 4 and 5 held wrong and false and baseless.
- iv. Denied the contents of line no. 4 of point no. 3 of written statement.
- v. Contents of point 4 of written statement are false and baseless, the facts are otherwise as mentioned in rejoinder.
- vi. Contents of point no. 5 and 6 are wrong and baseless, facts are otherwise, as mentioned in the rejoinder.
- vii. The objections filed by the respondents are liable to be set aside for aforesaid reasons as also for some other reasons.

8. Hearing was held on the scheduled date 30.04.2026. While petitioner appeared himself the respondent were represented by Shri Ashwini, SDO. Both parties orally argued their respective case. Petitioner submitted a rejoinder which was taken on record. Respondent's representative SDO informed that RC for liquidation of outstanding dues has already been issued for recovery of dues under section 5 of Dues Recovery Act, 1958.



9. After perusal of records and hearing arguments it is borne out that domestic connection under reference for 3 KW load is in existence since 26.04.1984 in the name of petitioner's father Shri Rodha Singh, who had expired long back. Admittedly the connection is being used by the petitioner throughout the period even after the death of his father, who was the connection holder. It is observed that bills have been issued on metered consumptions recorded by the meters installed at consumer's premises, whose veracity is not challenged by the petitioner. As reported by the respondents. The petitioner has not made any payment for last 11 years. As per ledger and consumer billing history adduced by the respondent a sum of Rs. 5,63,008.00 is outstanding against the consumer as on 13.04.2026. The connection which was temporarily disconnected on 10.03.2026 but, was restored on 27.03.2026 in compliance to undersigned's interim stay order.

As RC for liquidation of outstanding dues has already been issued and as per day sheet dated 30.04.2026 the stay was extended till date of judgment, now it is clear that the outstanding dues against the consumer are the respondent's legitimate revenue and they are entitled to recover the same for which RC has already been issued. In view of the facts of the case the petition is liable to be dismissed. Forum order is liable to be upheld. The respondents are at liberty to recover their dues for which RC has already been issued by persuasion with the concerned revenue authorities. The connection be disconnected permanently with immediate effect.

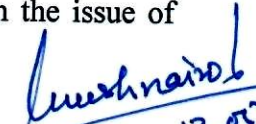
Order


Petition is dismissed. Forum order is upheld. The respondents are directed to disconnect the connection permanently as the stay stands vacated with the issue of this order.

Dated: 13.05.2026

Order signed dated and pronounced today.

Dated: 13.05.2026


(D. P. Gairola) 13.05.2026
Ombudsman


(D. P. Gairola) 13.05.2026
Ombudsman