

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Jameel
S/o Shri Ata Hussain
R/o Bharapur Bhauri, Roorkee,
Haridwar, Uttarakhand

Vs

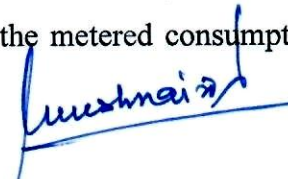
The Executive Engineer,
Electricity Distribution Division (Urban)
Uttarakhand Power Corporation Ltd.
Roorkee, Uttarakhand

Representation No. 04/2026

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 12.01.2026 in complaint no. 295/2025 by which Ld. Forum has dismissed the complaint of the appellant Shri Jameel, S/o Shri Ata Hussain, R/o Bharapur Bhauri, Roorkee, Haridwar Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division (Urban), Uttarakhand Power Corporation Ltd., Roorkee, Uttarakhand (hereinafter referred to as respondent).
2. The instant appeal, as evident from meter no. U863736 and bill for connection no. 682BB02163235 has been preferred by the petitioner Shri Jameel Ahmad for billing dispute of the said connection, wherein he has pleaded that his bill was for Rs. 60,000/- against which Rs. 35,000/- were deposited but no receipt was given. RC for Rs. 1,08,000/- was issued against which Rs. 46,000/- were deposited. He has prayed that he is a poor fellow so some rebate in the outstanding dues may be given and the balance amount may be recovered in installments. However no pleading on merits, but sought relief on compensate ground.
 3. The complaint no. 295/2025 before the Forum was for connection no. 682BB02148352 for 2KW domestic connection. After perusal of records the Forum was of the view that bills were issued on the metered consumption recorded by the



meter no. E35902 and subsequent meter no. 30715620 which was installed on the aforesaid connection no. 682BB02148352. No correction in the bills issued on recorded consumption was possible and therefore the complaint is liable to be dismissed being tenuous. Having observed as such the Forum dismissed the complaint vide its order dated 12.01.2026.

4. The respondent Executive Engineer has submitted his written statement vide letter no. 6426 dated 26.02.2026 along with a notarized affidavit. Point wise submissions are as follows:-

- i. A domestic connection no. 682BB02148352 for 2 KW load was released in favour of the petitioner on 07.08.2012.
- ii. Bills right from the date of release of connection i.e. 07.08.2012 till 11.04.2018 were duly issued on metered consumption on appropriate tariffs applicable as per UERC tariff orders.
- iii. A installed meter of the consumer was replaced on 26.06.2018 on the complaint of meter being IDF and burnt and not on the basis of check meter.
- iv. After replacement of the existing meter and till 09.12.2018 the bills were issued on the consumption recorded by the new meter.
- v. Right from the date of release of connection till its temporary disconnection, the consumer made only 02 payments, one for Rs. 144/- on 25.10.2012 and another Rs. 670/- on 15.02.2013.
- vi. The consumer has been a regular defaulter from 15.02.2013 till 09.12.2018 therefore connection was temporarily disconnected in the month of December 2018 for nonpayment of dues.
- vii. As per departmental records no payment of Rs. 35,000/- was made by the petitioner to the department.
- viii. Meter no. U863736 is duly installed in the consumer's another connection no. 682BB02163235 which is installed in another premises. A sum of Rs. 20,617/- was deposited by the consumer on 04.01.2025 against the said connection. Therefore, his submission that 02 nos. connection are existing in the same house is wrong. It is also reliably learnt that connection of the other premises is being used by his son. It is also likely possible that after

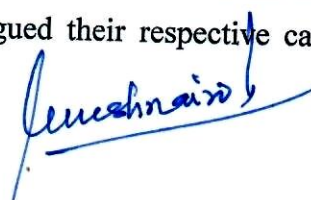


disconnection for nonpayment of Rs. 1,48,352/- against his connection under reference electricity might have been used from his another connection referred under this para.

- ix. After finalization of PD Section 3 and Section 5 have duly been issued for recovery of the dues. A sum of Rs. 40,000/- was paid by him on 28.01.2025 against Section 5. At present against final bill after PD a sum of Rs. 57,827/- is still pending outstanding against him for payment.

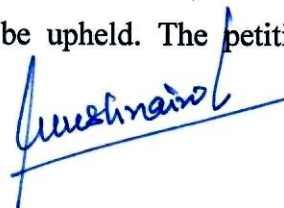
In view of above submissions, it is submitted that bills against referred connection 682BB002148352 were issued on recorded consumption by the installed meters E39502 and 30715620 as such no correction in the bills issued on duly metered consumption is possible, Therefore, the appeal is liable to be dismissed being tenuous. As regards, petitioner's request for a rebate in the bills it brought to kind notice that no waiver scheme for any rebate is in operation by government's order. The respondent has pleaded that in view of facts of the case as narrated above the petition may kindly be dismissed. Copy of billing history and ledger have been adduced with WS.

5. The petitioner has submitted his rejoinder dated 09.03.2026 under the signatures of one Shri Iqbal, S/o Jameel Ahmad the rejoinder is in respect of connection no. 682BB02148352 along with a notarized affidavit. No new facts of the case have been brought out in the rejoinder.
7. 16.03.2026 was fixed for hearing while petitioner was present, the respondent requested for adjournment which was allowed and 27.03.2026 was fixed as a next date for arguments. The petitioner was present but respondent submitted application for adjournment which was allowed and 10.04.2026 was fixed for arguments. Respondent was present, petitioner was absent intimated that not able to appear due to some death in the family. The hearing date was again adjourned for 15.04.2026 due to some unavoidable reasons. On 15.04.2026 the respondent was present but petitioner informed telephonically that he was unable to be present and requested for adjournment which is allowed and 29.04.2026 was fixed as the next date of hearing. Both parties appeared on 29.04.2026 argued their respective case. The respondent



submitted upto date consumer ledger which is taken on record arguments concluded order was reserved.

8. Records available on file have been perused. Arguments from both parties were heard. It is borne out that while the complaint before Forum which was decided vide order dated 12.01.2026 was in respect of petitioner's domestic connection no. 682BB02148352 for 2 KW load. The instant appeal as is evident from copy of the bill and mention on meter no. U863736 in the petition suggest that the instant appeal is against another connection no. 682BB02163235 while complaint before the Forum was in respect of connection no. 682BB02148352. However, in the rejoinder the connection no. has been mentioned 682BB02148352 against which complaint no. 295/2025 was lodged by the petitioner before the Forum. It appears that out of some confusion, the petitioner has inadvertently mentioned the connection number of his another connection installed at another premises and not being the connection against which the complaint was lodged before the Forum.
9. The respondent has also clarified that the instant case before Ombudsman and the complaint before the Forum was against connection no. 682BB02148352 and not against his another connection no. 682BB02163235 existing in another premises. The respondent has submitted billing history as well as a copy of the ledger of both the connections. As is clear from the facts of the case mentioned in WS as well as in Forum's order no correction in the bills is possible as the bills have already been issued on the consumption recorded by the meters installed at petitioner's connection and veracity of the meters has not been challenged by the petitioner, as no such evidence is available on file. The connection was temporarily disconnected in the month of 12/2018 for nonpayment of outstanding dues followed by permanent disconnection, the PD was finalized and Section 3 and Section 5 were issued for liquidation of outstanding dues against the total dues of Rs. 97,827/- as per RC Rs. 40,000/- were duly paid on 28.01.2025 against the RC through Tehsil and Rs. 57,827/- are still outstanding against the petitioner against the RC which he is liable to pay. Such being the case no relief is admissible. The Forum order needs not be interfered with and the same is liable to be upheld. The petition is liable to be dismissed.



Order

Petition is dismissed. Forum order is upheld. The respondents are advised to get the balance amount of RC liquidated through persuasion with the revenue authorities.

Dated: 13.05.2026

Lushnair
(D. P. Gairola) 13.05.2026
Ombudsman

Order signed dated and pronounced today.

Dated: 13.05.2026

Lushnair
(D. P. Gairola) 13.05.2026
Ombudsman