

**THE ELECTRICITY OMBUDSMAN, UTTARAKHAND**

Shri Praveen Thapliyal,  
Sangam Vihar, Mangsu Chauas  
Tehri Garhwal, Uttarakhand

Vs

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

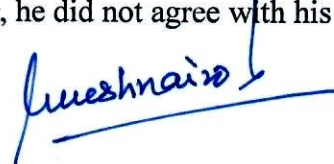
Representation No. 60/2025

**Award**

Dated: 13.05.2026

Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Srinagar Garhwal, (hereinafter referred to as Forum) dated 30.10.2025 in complaint no. 203/2025 by which Ld. Forum has disposed off the complaint of the appellant Shri Praveen Thapliyal, Sangam Vihar, Mangsu Chauras, 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 petitioner in his petition dated 2.01.2025 read with subsequent submissions dated 22.12.2025 has averred that he is a senior citizen, aged 72 years, is a consumer of UPCL with connection no. SN75209071891. He lives in the premises with his spouse and a domestic help so total users are three numbers. The Forum order dated 30.10.2025 passed in his complaint no. 203/2025 is biased and ex-parte. No opportunity was given to him for hearing which is against principles of natural justice. A person from UPCL visited his premises on 19.03.2025 for taking meter reading, the bills was not issued however he met him and offered a suggestion to decide the matter out of box arrangement wherein his meter will be replaced and a bill for lesser energy consumption shall be issued. However, he did not agree with his suggestion.



A complaint was raised by him with CM Helpline on 25.03.2025 also a complaint was raised on UPCL helpline 1902 wherein he was suggested to get a check meter installed. Payment Rs. 150/- for check meter was deposited on 24.03.2025 online, check meter was installed on 29.03.2025 and its final reading was taken on 08.04.2025. UPCL submitted report to CM helpline vide letter dated 05.06.2025 stating that the complaint has been resolved. The premises of the consumer was found closed. The bill was issued on the basis of average consumption. The consumer never applied for a check meter. He has submitted that the UPCL was misleading and misinforming the higher ups as premises always remain open. His domestic help is always available at the premises round the clock when he is out of premises. The average billing does not seem to be prudent as the bills issued in 2024-25 were not consistent. The check meter was fixed in March/ April.

He requested SDO Kirtinagar to get the smart meter installed at his residence so that the human interference is totally ignored. The SDO was kind enough to get the smart installed in the month of August 2025. The smart meter shows a daily consumption of electricity being 10 units per day when three users are there and five units a day when only one consumer is there (August and September 03 user and October 2025 01 user)

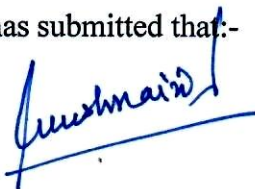
He was put under stress, harassment mental agony and financial hardship for no fault. UPCL had issued bills erratically and showed the negligence, lethargy, incompetence and wrong doing of the UPCL. He raised a question that why should the consumer be charge inflated bills for no fault.

3. In his supplementary submission dated 22.12.2015, he submitted that a bill for Rs. 61,225/- was raised on 26.03.2025 for the month of November 2024 to March 2025 by UPCL. Another bill for Rs. 2,60,282/- was raised on 13.07.2025, copies of the bills have been adduced. He has reiterated that grievance was filed on CM helpline, he was informed that UPCL duly resolved the issue in the month of July, wherein UPCL had informed that the bills has been issued on average as his premises was found closed which was denied by him as his premises always remain open. In the year 2024-25 a total of four bills on 03.02.2024, 17.08.2024, 10.11.2024 and 26.03.2025 issued for Rs. 3324/-, 1349/-, 1603/- and 61,225/- respectively while SOP provides for issuing by monthly bills. So, SOP has been violated in issuing above bills. The



Hon'ble Forum has ignored the history of bills issued by UPCL (details given in the table with petition) which clearly shows SOP violation. SDO Kirtinagar was approached for providing relief as he was dissatisfied with huge amount of the bills. SDO did waive off the surcharge but his plea for overhauling the bills was ignored which is not fare. The forum also passed orders without giving opportunity to him to clarify his view point which is against principles of natural justice. He has reiterated that the check meter was installed on 29.03.2025 finalized on 08.04.2025 which shows 10 units per day consumption. The smart meter was installed later and daily consumption is ten units per day on an average. Details of which have been downloaded from UPCL's website. He has averred he behaved like a responsible citizen and never defaulted in payments of the bills. The negligence and erratic raising of the bills by UPCL have led to overbilling for which the consumer should not be panelized. He has also submitted an affidavit as also a certificate that no case on this dispute is pending with any court or forum. In view of his above averments he has prayed for the following reliefs:-

- i. The last bill was paid in November 2024 the dispute is from November 2024 to August 2025. Bills for this period be revised on the basis of daily energy consumption as per the smart meter.
  - ii. The surcharge imposed due to non-payment of bills on due date may be waived off.
  - iii. Damages and cost towards the petition to the tune of Rs. 20,000/- be paid.
4. After perusal of records the Forum has mentioned in the order they have analyzed and found that hearing was held on 30.10.2025 AER and SDO Kirtinagar appeared on behalf of opposite party however, the complainant Shri Praveen Thapliyal did not come. Meter of the complainant was replaced on 08.04.2025. After May 2022 due to closure of the premises irregular consumption of bills ranging from 20 units to 8416 were issued which were duly revised for the period 18.05.2022 to 08.04.2025 on the basis of average monthly consumption on the applicable slab rate. The concerned meter reader had already been removed from his duty for taking wrong readings/ not taking the readings. The Forum having observed that since the bills have duly been revised as per rules the complaint has been disposed off vide order dated 30.10.2025.
5. The respondent has submitted his written statement vide letter dated 07.01.2026 along with a notarized affidavit wherein he has submitted that:-



- i. The SDO Kirtinagar vide his letter no. 492 dated 29.10.2025 has submitted that as reported by the meter reader of the firm TDS bills on the actual meter readings could not be taken for consumer's connection no. SN75209071891 as the premises was mostly found closed. The bill for the balance units was however issued when the premises was found open.
  - ii. The bills from 19.05.2022 to 13.07.2025 have duly been revised on the basis of his recorded average consumption resulting into reduction in the bills by a sum of Rs. 22,624/-.
  - iii. The consumer has also duly made payment of the above revised bills.
  - iv. Evidences are enclosed however no evidence to substantiate respondent's averments as claimed have been submitted by him as no evidence is available on file.
6. The petitioner has submitted his rejoinder dated 09.02.2026 along with a notarized affidavit. He has averred as follows:-
  - i. Admitted to the extent that he is a consumer of UPCL. Information by the respondents that the premises was found closed is false and misleading. Fact is this that the premises always remain open round the clock. The circumstantial evidences also show that the meter reader came on 19.03.2025 and did not issue the bill. It was only when the grievance was registered with CM Helpline on 24.03.2025. The meter reader came on 27.03.2025 and issued the bill which is an afterthought. Further UPCL has to issue by monthly bills, but in the disputed period between 2022 to 2025 i.e. 04 years, 24 bills were to be issues against which only 10 bills have been issued. He would have not faced financial hardship and metal harassment had the average unit consumption of 24 bills were issued.
  - ii. Admitted.
  - iii. Admitted.
  - iv. The delay in filing this reply is because he was out of station, it was only on his return that he got the letters. He has requested for condonation of delay in submission of rejoinder.
7. Hearing in the case was fixed for 25.02.2026 when the respondent was absent and the petitioner had already requested for online hearing. The next date for hearing was

*Mushair*

therefore fixed for 16.03.2026. Again the respondent was absent on this hearing date also so, 27.03.2026 was fixed for hearing. The petitioner through email dated 23.03.2026 requested for adjournment which was allowed and 10.04.2026 was fixed as the next date. This date was also adjourned due to some avoidable reasons and 15.04.2026 was fixed as the next date of hearing. On 15.04.2026 respondent was absent and as the petitioner had already requested for online hearing 29.04.2026 was fixed as the next date of hearing. On 29.04.2026 also nobody from the respondent appeared for arguments, the petitioner argued his case online. The arguments were concluded and order was reserved.

8. After perusal of records and hearing arguments from the petitioner online. It is noted that the billing dispute pertains to the period 19.05.2022 to 13.07.2025. The meter reader during this period have been reporting false consumption which was not consistent with the actually recorded consumption as a result the consumption accumulated and a high consumption bill was issued after 19.03.2025 when the actual reading was taken. This caused grievance to the consumer as regular billing was not done and the disputed bill was issued for accumulated consumption and was also billed on higher slab of the tariff. The respondents however revised this bill of Rs. 87,418/- to Rs. 64,794/- as such the disputed bill was reduced by a sum of Rs. 22,624/-. The Forum observed that the meter was replaced on 08.04.2025 bills from 05/2022 were issued on irregular readings ranging from 20 units to 8416 units, these bills were revised by the respondents for the period 18.05.2022 to 08.04.2025 on average basis on appropriate slabs of tariff, however relying upon this action by the respondents the forum disposed off the complaint as in view of the forum, the bills were revised as per rules. Meanwhile check meter was installed on 29.03.2025 and was finalized on 08.04.2025 as per sealing certificates available on file.

9. The bills revision for the period 19.05.2022 to 13.07.2025 on average consumption by the respondents and taken as correct by the forum cannot be appreciated, as for such a long period the readings were not taken and bills were not issued on recorded consumptions, but were issued for the lower consumption than the actual consumption and after taking the reading on 19.03.2025 the bill for the accumulated consumption was issued. Although the respondents have averred nothing about check meter study but as the sealing certificates for installation and finalization of check meter are available which shows average per day consumption as per check meter about 10

*Arrestman*

units per day and also the statements adduced by the petitioner shows average per day consumption by smart meter, which was installed at consumer premises, of the order of 10 units per day. It would therefore be logical and justified if the bills for the disputed period 19.05.2022 to 13.07.2025 are revised on the basis of 10 units per day i.e. 300 units per month on appropriate tariff remain enforce during the aforesaid disputed period.

**Order**

Petition is allowed. Forum order is set aside. Bills for the disputed period from 19.05.2022 to 13.07.2025 be revised on 300 units per month on appropriate rate schedules, which were applicable during the disputed period.

Dated: 13.05.2026

*Mushnair*  
13.05.2026  
(D. P. Gairola)  
Ombudsman

Order signed dated and pronounced today.

Dated: 13.05.2026

*Mushnair*  
13.05.2026  
(D. P. Gairola)  
Ombudsman