

**THE ELECTRICITY OMBUDSMAN, UTTARAKHAND**

Smt. Sonam Shah  
285/261, Dharampur 1<sup>st</sup>,  
Mata Mandir Road,  
Dehradun, Uttarakhand

Vs

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

Representation No. 08/2026

**Award**

Dated: 13.05.2026

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 27.01.2026 in complaint no. 84/2025 by which Ld. Forum has directed to revise the bills for the period 26.05.2025 to 31.10.2025 on average of recorded consumption in preceeding 3 months billing cycle for the month of 04/2025, 03/2025 and 02/2025 in the complaint of the appellant Smt. Sonam Shah 285/261, Dharampur 1<sup>st</sup>, Mata Mandir Road, Dehradun, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division (Central), Uttarakhand Power Corporation Ltd., 18, EC Road, Dehradun, Uttarakhand (hereinafter referred to as respondent).

2. The petitioner in her instant appeal dated 25.02.2026 has averred as follows:
- i. Bill for the month of March 2025 was excessive being Rs. 1,800.00 as house was closed during the period, however the bill was paid.
  - ii. Again bill for April 2025 was received for Rs. 3,000.00 which was also of higher value, approached department, staff came and checked the meter and found 800 units were over. The reading was noted by him and he assured that bill shall be corrected.



- iii. As the bill was not corrected she approached the SDO, who said that past bills were for lesser units so this bill shall not be corrected.
- iv. She then filed a complaint before the Forum. Forum decided the complaint vide order dated 27.01.2026, however Forum's order was not satisfactory.

**Shortcomings in the Forum order**

- i. Although the Forum appreciated that the 3 months consumption of new meter being 110 or 115 units per month was reasonable as the old meter was technically defective. This view of the Forum was also acceptable to her, but Forum ordered otherwise that bills be revised on the average recorded consumption in the bills for the month of February, March and April 2025.
- ii. Forum order was duly complied with by the respondents, bills were revised as per Forum order but amount of revised bills came out more than the amount of the disputed bill.

She has prayed that a justified order in the matter may be issued. She has also submitted a notarized affidavit with her petition and as also stated that her connection no. is CD27157472229.

3. After perusal of records the Forum was of the opinion that IDF bills for the period 26.05.2025 to 31.10.2025 are liable to be revised on the basis of recorded consumption during 3 preceding billing cycles for the month of 04, 03 and 02/2025 for which the consumption was 467, 348 and 15 units respectively and hence average consumption per bill was 277 units, so the Forum accordingly decided the complaint vide order dated 27.01.2026 directing the respondents to revise the IDF bills for the period 26.05.2025 to 31.10.2025 on the basis of average recorded consumption in the bills of 04/2025, 03/2025 and 02/2025 being 277 units per bill.
4. The answering respondent Executive Engineer has submitted his written statement vide letter no. 1381 dated 20.03.2026 along with a notarized affidavit. Point wise replies has been submitted as follows:-
  - i. A meter no. 563810 was installed at her connection no. CD 271574229.
  - ii. The petitioner has averred that her present bill has been issued for Rs. 11,044.00, which is wrong. A one month's bill for Rs. 3,000.00 was received for the billing month in the past about 5 months back. A complaint was made by her in the office of SDO, but no action was taken.

*Liveshnaio*

She also made a complaint on no. 1905, wherein she requested for check meter. A check meter was thereafter installed at her premises.

- iii. She felt that her complaint has duly been resolved but after a period of about 5 months she received a bill for Rs. 11,044.00, she was however unable to pay this bill. She approached the Forum where her complaint was registered as complaint no. 84/2025.
  - iv. SDO vide his report no. 4279 dated 29.12.2025 submitted before the forum that her installed meter no. 563810 was replaced by AE (Meter) on 29.09.2025 by a new meter no. GU18049 as her existing meter was found reversed. Bills from 24.04.2025 to 28.09.2025 were issued on average basis as the old meter was found reversed, where after bills were issued on the metered consumption of the new meter.
  - v. After perusal of the billing history the Forum vide its order dated 27.01.2026 directed to revise the bills from 26.05.2025 to 31.10.2025, holding old meter IDF, on the basis of average consumption of 277 units per month  $(467+348+15/3)$  on recorded consumption in the bills for the month of 04, 03 and 02/2025 respectively. The Forum also directed that no LPS shall be leviable on the revised bill.
  - vi. The SDO concerned reported to the division office vide his letter no. 4687 dated 13.03.2026 that consumer's bill has duly been corrected/revise in compliance to Forum order. The respondent has submitted that in the light of the above facts of the case the petition is baseless. He has substantiated his submissions with documentary evidences adduced as enclosure 1, 2 and 3 as mentioned under para 4, 5 and 6 of the written statement.
5. The petitioner has submitted his rejoinder with notarized affidavit dated 04.04.2026. No new facts of the case have been averred but contents of the rejoinder are merely reiteration of what she has already averred in her petition.
7. 15.04.2026 was fixed for hearing in the case, while petitioner was present, respondent applied for adjournment, which was allowed and 29.04.2026 was fixed as the next date of hearing. Both parties were present. The petitioner was represented by her husband, the respondent was represented by AE (R) and OA III. Both parties orally argued their respective case. The respondent submitted copies of SDO's letter no. 4628 dated 02.03.2026 along with calculation of bill revision, a copy of consumer



billing history from 06/2022 to 04/2026 as well as a copy of consumer's ledger from June 2022 to 17.04.2026 has also been submitted. According to the billing history and the ledger the closing balance against the petitioner as on 17.04.2026 is shown as Rs. 804.00. Arguments concluded and order was reserved.

8. After perusal of records and hearing arguments from both parties it is borne out that the grievance is related with bill for the month of 03/2025 and 04/2025, although bill for 03/2025 has duly been paid. During the period 26.05.2025 to 31.10.2025 meter was held IDF and therefore the Forum directed to revise the bills for the said period on the basis of preceding 3 billing cycles for the month of 04, 03 and 02/2025 in which recorded consumption was 467, 348 and 15 units per billing cycle respectively and hence average consumption per bill was 277 units. Although the respondent in his written statement has averred that a check meter was installed but there is no documentary evidence available on file to show that the check meter was actually installed and neither its results are available. As consumer's installed meter was held IDF, the Forum has rightly directed the bill revision for the period the meter was IDF being from 26.05.2025 to 31.10.2025 on the basis of average consumption on recorded during 3 billing cycles preceding the period the meter was defective i.e., for 04, 03 and 02/2025 being 277 units per billing cycle. Forum order is liable to be upheld being consistent with relevant UERC regulations applicable in case of defective meter and need not be interfered with. Such being the case no further relief is admissible. The Forum order is liable to be upheld and the petition is liable to be dismissed.


**Order**

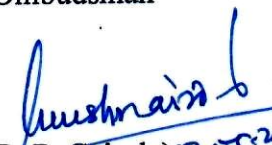
Petition is dismissed. Forum order is upheld.

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