

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

M/s Indus Tower Ltd.
C/o Shri Vikas Khatri
C/o Shri Bipin Chandra
R/o Village- Nijamgarh, Jaspur
Distt. Udham Singh Nagar, Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division
Uttarakhand Power Corporation Ltd.
Jaspur, Distt. Udham Singh Nagar, Uttarakhand

Representation No. 61/2025

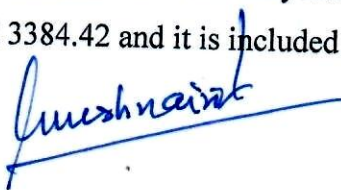
Award

Dated: 29.07.2026

Present appeal/ representation has been preferred by the appellant against the order of Consumer Grievance Redressal Forum, Udham Singh Nagar Zone, (hereinafter referred to as Forum) dated 28.11.2025 in complaint no. 146/2025 by which Ld. Forum has dismissed the complaint of the complainant, M/s Indus Tower Ltd, C/o Shri Vikas Khatri/ C/o Shri Bipin Chandra, R/o Village-Nijamgarh, Jaspur, Udham Singh Nagar Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Jaspur, Distt. Udham Singh Nagar, Uttarakhand (hereinafter referred to as respondent).

2. The petitioner Shri Bipin Chandra Tiwari in his undated instant petition received on 09.12.2025 and subsequent submissions for removing shortcomings in the original petition has averred as follows:-

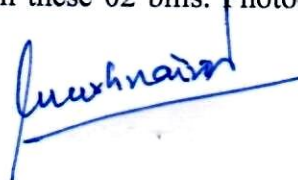
- i. They have a electricity connection for 15 KW bearing account no. ID-416329101 and connection no. JS6H240119575. Bills are being regularly paid. In the bills for the month of June 2025 and July 2025, PF in the column has been shown as 2205.65 and 3384.42 and it is included in the bill amount.



- ii. The power factor in both these months have been more than 0.96 and the total sum Rs. 5590.00 has been debited at power factor column. This amount declared recoverable is unjustified.
- iii. A grievance was registered with CGRF Rudrapur on the above issue and being aggrieved with Forum order dated 28.11.2025 vide which the complaint was dismissed relying upon submission of respondent that *"bills are correct as per MRI reading and no low power surcharge has been charged in the bills for the month of June 2025 and July 2025, however they were not present during hearing"*. Details of the bills under dispute have been given by the petitioner in tabulated form.
- iv. The petitioner has stated that from above it is evident that Rs. 2205.65 and Rs. 3384.42 has been charged in the bills as low power factor surcharge taking value from the column probably due to some billing system error as LPF surcharge at serial no. 6 of billing parameters is zero (0) and probably it may be the reason that CGRF mentioned in its judgments that LPF has not been charged without going into the calculations of billing amount.

In view of his averments the petitioner has prayed that relief be provided against Forum's order by ordering removal of wrongly charged low power factor surcharge in the bills for the month of June 2025 and July 2025 respectively.

3. The Forum after perusal of records and hearing arguments from opposite party has dismissed the complaint vide its order dated 28.11.2025 in complaint no. 146/2025.
4. The answering respondent, Executive Engineer has submitted his written statement vide letter no. 5603 dated 23.02.2026 along with an affidavit. He has submitted that as reported by SDO-II Jaspur vide his letter no. 1303 dated 25.09.2025 (photo copy enclosed) bills of M/s Indus Tower Ltd. C/o Shri Vikas Khatri C/o Shri Bipin Chandra Tiwari, Village-Nijamgarh, Jaspur Distt Udham Singh Nagar has been issued as per MRI for meter no. 914230 installed at consumer's connection no. JS6H240119575. The bill dated 16.7.2025 and 28.08.2025 were issued on KWH readings 60380 and 64747 respectively. Bills for both the months have been found correct. No power factor surcharge has been imposed in these bills therefore there appears no reason for correction in these 02 bills. Photocopy of MRI has also been adduced.



5. The petitioner has submitted a rejoinder dated 12.06.2026 along with an affidavit. Contents of the rejoinder are merely repetition of his averments made in the appeal except that he has mentioned that they have not contested the accuracy of meter reading rather they have submitted representation regarding billing calculations where some arbitrary figure entered in PF reading column amount has been added to current due amount (1 to 15 total) at 16th row while capacitor/ LPF surcharge at 6th row is zero (0). The respondent has not addressed the issue of billing calculations.
6. The respondent vide his letter no. 1377 dated 07.07.2026 has informed that the disputed bills are being reexamined in his office and he has asked for some time to complete exercise.
7. Hearing in the case was fixed for 08.07.2026 while respondent was present the petitioner requested for adjournments vide email which was allowed. 15.07.2026 was fixed as the next date of hearing. The respondent orally submitted that revised bills shall be submitted. Both parties were present in hearing on 15.07.2026 and argued their respective case orally. The respondent was directed to submit consumer ledger. Arguments concluded, order was reserved.
8. The respondent has accordingly submitted copy of ledger and 03 no. bills dated 16.07.2025 for the bill from 17.06.2025 to 16.07.2025. Bill dated 28.08.2025 from 16.07.2025 to 28.08.2025 and bill dated 22.09.2025 for the period 28.08.2025 to 12.09.2025. The respondent vide his above referred letter has submitted that some error regarding calculation were detected in the bills for the month of June 2025 and August 2025. Necessary corrections have duly been made in the bills by the system itself wherein an adjustment of Rs. 7550.32 was allowed on 03.03.2026.
9. After perusal of records and hearing arguments and submission of respondent regarding correction in the bills as reported vide letter no. 1479 dated 14.07.2026. It is observed that no low power factor surcharge has been imposed in the bills for the month of June 2025 and July 2025 as is also evident from these bills which are available on file the power factor in these months has been 0.96. So there is no question of imposing any low power factor surcharge and the same has not been charged in these bills and as reported by executive engineer some calculations mistake in the bills were observed in reexamination, necessary corrections in the bills have duly been made in the bills amount as a result of which an adjustment of Rs. 7550.82

has been allowed which is duly reflected in the ledger. As per ledger no arrears are outstanding against the consumer however, a sum of Rs. 7550.64 is due to him which has been shown in the ledger with the minus entry of this amount as on 06.03.2026 for the period 01.04.2026 to 14.07.2026 after allowing this adjustment and making payments by the consumer an excess payment of Rs. 41,000.00 has been made by the consumer on 23.06.2026 against the bill. This payment has been shown as negative closing balance against the consumer on 23.06.2026 i.e. a sum of Rs. 41,000.00 is payable to the consumer by the department as per ledger entry on 23.06.2026. The grievance stands redressed. No further relief is admissible and it is also made clear that no low power factor surcharge has been levied in the disputed bills as alleged by the consumer. The petition is dismissed, Forum order is upheld.

Order

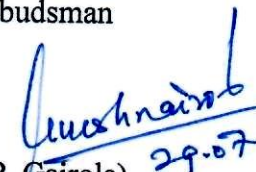
The Petition is dismissed. Forum order is upheld.

Dated: 29.07.2026

Order signed dated and pronounced today.

Dated: 29.07.2026


(D. P. Gairola)
Ombudsman
29.07.2026


(D. P. Gairola)
Ombudsman
29.07.2026