

**THE ELECTRICITY OMBUDSMAN, UTTARAKHAND**

Shri Dharamraj  
S/o late Smt. Shakuntala  
Village-Maharajpur Khurd  
Post-Raisi, Laxar  
Distt. Haridwar, Uttarakhand

Vs

The Executive Engineer,  
Electricity Distribution Division  
Uttarakhand Power Corporation Ltd.  
Laxar, Distt. Haridwar, Uttarakhand

Representation No. 17/2026

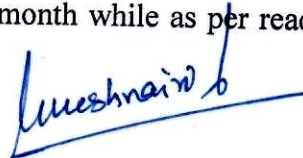
**Award**

Dated: 29.07.2026

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 24.02.2026 in complaint no. 17/2026 by which Ld. Forum has dismissed the complaint of the complainant, Shri Dharamraj, S/o late Smt. Shakuntala, Village-Maharajpur Khurd, Post-Raisi, Laxar, Distt. Haridwar, Uttarakhand (petitioner) against UPCL through Executive Engineer, Electricity Distribution Division, Uttarakhand Power Corporation Ltd., Laxar, Distt. Haridwar, Uttarakhand (hereinafter referred to as respondent).

2. The instant appeal dated 25.03.2026 has been preferred by the petitioner Shri Dharamraj S/o late Smt. Shakuntala (late consumer), of village-Maharajpur Khurd, Post-Raisi, Laxar, Haridwar. At the outset the petitioner has stated that the connection is in the name of his mother, late Shakuntala, W/o late Shri Kavisar. Point wise contents of the appeal are as follows:-

- i. Meter no. 191256 recorded 182 units from initial reading 20126 to final reading 20308 in one month from 10.02.2025 to 07.03.2025, average consumption was 122 unit per month while as per reading in the same meter



from 15.04.2025 to 20.05.2025 metered consumption was 791 units from reading 20872 to 21363 giving average monthly consumption 491 units. This difference of average consumption is not understood.

- ii. Likewise smart meter no. 5617244 which was installed on 15.07.2025 in place of old meter no. 191256 recorded consumption from 385 units per month to 530 per month which in his view is excessive in comparison to his consumption of about 200 units per month.
- iii. The smart meter was installed in place of the old meter without his consent and without informing any reason for replacement of the meter.

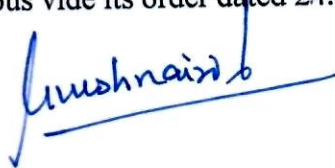
#### **Shortcomings in Forum order**

- iv. In forum order average per month consumption has been mentioned 435 unit while his consumption is not more than 200 units per month.
- v. Forum did not consider replacement of existing ordinary meter by smart meter which was installed without his consent.
- vi. His connection was disconnected and meter removed in the month of February 2026 without any notice rendering the family in dark.

#### **Prayer/relief**

- vii. First of all electricity be restored at his house so that the children may conduct their study properly because electricity is the fundamental right.
- viii. He is ready to pay dues in the name of the late consumer but the dues amounting to Rs. 215000/- are excessive by default.
- ix. It is prayed that the dues be revised and interest and penalty imposed be waived off and six months time be allowed for making payment.

3. After perusal of records and hearing arguments, the forum observed that bills have been issued on metered consumption recorded by the old meter no. 191256 and new smart meter no. 5617244 and therefore no correction in the issued bills is possible and thus the complaint is liable to be dismissed and having observed as such the Forum dismissed the complaint being tenuous vide its order dated 24.02.2026.



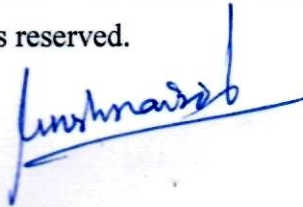


4. The respondent, Executive Engineer has submitted his written statement vide letter no. 1264 dated 02.04.2026 along with a notarized affidavit. Point wise replies are as follows :-

- i. Introductory.
- ii. Replies in appeal no. 17/2026 of the petitioner are as follows:-
- iii. The petitioner Shri Dharamraj, S/o late Shakuntala had preferred appeal no. 17/2026 dated 12.02.2026 before CGRF Haridwar.
- iv. Replies before the Forum were submitted by SDO concerned vide his letter no. 35 dated 22.01.2026 (photo copy enclosed).
- v. The CGRF Haridwar passed order dated 24.02.2026 in the said complaint, the complaint was dismissed by the Forum being tenuous (photo copy of Forum order enclosed).
- vi. It is submitted that bills against the said connection were issued on metered consumption.
- vii. As per ledger, the consumer has made only one payment for Rs. 10,000/- on 13.01.2026 against total outstanding dues of Rs. 2,20,296.00/-
- viii. At present the total outstanding dues against the consumer are Rs. 2,17,468.00/-. He has mentioned that in view of above facts the appeal is liable to be dismissed. A copy of ledger has also been adduced (A perusal of the adduced ledger shows that this is the ledger of some Mr. Jai Singh against his connection no. LK21434151788).

5. The petitioner has submitted a rejoinder dated 19.06.2026 along with a notarized affidavit. No new facts except that the submission that the no case of the subject matter is pending before any other court or forum. Other contents are nothing but reiteration of what he has already averred in his appeal.

6. 08.07.2026 was fixed for hearing in the case while petitioner appeared for arguments, respondent submitted letter for seeking adjournment which was allowed and 15.07.2026 was fixed as next date for arguments. On the fixed date 15.07.2026 while petitioner was present, respondent was absent. Petitioner orally argued his case. Arguments concluded, order was reserved.





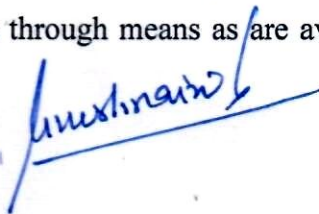
7. After perusal of records and hearing arguments from the petitioner, it is borne out that connection no. LK20946100714 under domestic category was released on 17.01.2007 for 03 KW load in the name of Smt. Shakuntala Devi, mother of the petitioner, who had already expired and the connection is still running in her name and is being used by the petitioner. The old installed meter no. 191256 was replaced by smart meter no. 5617244 on 05.03.2025. All the bills since beginning are being issued on metered consumption recorded by both the meters. The average consumption recorded by old meter was 444 units per month and that recorded by the smart meter is 415 units per month. Therefore, the recorded consumption by both the meter is comparable and no excessive consumption has been recorded by smart meter as alleged by the petitioner. The average consumption recorded by both the meters as aforesaid is quite reasonable for a 03 KW connection under domestic category which gives a load factor of 20% and 19% respectively which is also quite reasonable for a domestic connection.

As reported by the respondent and is confirmed from a copy of the bill dated 03.02.2026 issued for the period 31.12.2025 to 31.01.2026, the upto date dues as per this bill outstanding against the petitioner are Rs. 2,17,468.00/-. These dues have accumulated for nonpayment of dues against the bills by the petitioner except one payment of Rs. 10,000/- only on 13.01.2026 while the respondents have not given any information about the status of the connection whether live or disconnected, the petitioner in his appeal as averred that his connection was disconnected in the month of February 2026 when meter was also removed.

8. In view of the facts of the case that bills have duly been issued on consumption recorded by the old meter as well as the new smart meter and which appears quite reasonable for a 03 KW connection under domestic category, there is no question of revision of the bills as has rightly been observed by the Forum also and the petition is liable to be dismissed. Forum order is liable to be upheld. The respondents are at liberty to recover their outstanding dues by using such means as are available to them under UERC Regulation and Electricity Act, 2003.

### Order

The Petition is dismissed. Forum order is upheld. Respondents are at liberty to recover their outstanding dues through means as are available to them under UERC



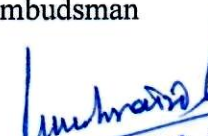
Regulation and Electricity Act, 2003 including recovery as arrear of land revenue  
under Government Electrical Undertaking Dues Recovery Act, 1958.

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