

**THE ELECTRICITY OMBUDSMAN, UTTARAKHAND**

Smt. Mayawati  
S/o Late Shri Deshraj  
Village Peerpura, P.O. Manglaur  
Tehsil Roorkee, Distt. Haridwar  
Uttarakhand

Vs

The Executive Engineer,  
Electricity Distribution Division (Rural),  
Uttarakhand Power Corporation Ltd.  
Civil Lines, Roorkee,  
Distt. Dehradun, Uttarakhand

Representation No. 22/2019

**Order**

**Dated:** 26.07.2019

Smt. Mayawati W/o Late Shri Deshraj Village Peerpura Distt. Haridwar, a consumer of UPCL for 1KW domestic connection no. RD-2/1608/150801 being aggrieved with the order dated 25.04.2019 of Consumer Grievance Redressal Forum, Haridwar zone (hereinafter referred to as Forum) in her complaint no. 17/2019 before the said Forum, has filed this representation before the Ombudsman with the request that her bills be got corrected on metered units recorded by the meters installed at her premises.

2. In her representation dated 07.05.2019 she has submitted that a corrected bill on metered consumption on her connection no. RD-2/1608/150801 has not been given to her on the basis of consumption recorded by the meter no. A-039074 for the period 25.11.2010 to 13.05.2013 and thereafter on the metered consumption of meter no. 74531 till 22.07.2016. she approached the Forum who decided against her and hence the present representation has been preferred before the Ombudsman. She has further stated that bill dated 20.02.2019 amounting to Rs. 47,858.00 has to be got corrected and without LPS in the interest of justice.

3. The Forum after going through the complaint and submissions of the opposite party, have observed that meter no. RD-239242 claimed to have been installed at her residence held to be fraudulent by the opposite party (UPCL) as they have submitted that the sealing certificate no. 16528/331 dated 22.07.2016 is not signed by any departmental officer/official and hence the meter no. RD 239242 was never installed at the premises of the complainant. The Forum further observed that according to the submission by opposite party before them, meter no. 745351 is existing at the premises of the complainant and metered consumption bills as per recorded readings of the said meter were issued to the complainant till 08.02.2018. The Forum have further observed that as per consumer billing history the consumption is normal and consistent. So the Forum was of the view that the complainant is liable to pay the bills as issued by the opposite party. The Forum accordingly dismissed the complaint.
4. The respondent, Executive Engineer, Electricity Distribution Division (Rural), Roorkee has submitted their written statement on 10.06.2019. While submitting point wise reply to the representation has submitted that the petitioner has not made any payment after 26.11.2010. On her complaint regarding defective meter, the meter was got checked and found working vide sealing certificate dated 04.04.2019, so he claimed that bills for actual consumption are being issued. In support of his submission the consumer billing history has been enclosed. He has further stated that the Forum in their order dated 25.04.2019 have held the bills correct and have accordingly directed the petitioner to pay the same. The respondent have submitted that as the bills of actual consumption have been issued which had duly been held correct by the Forum and as due to nonpayment of bills by the petitioner after 26.11.2010 the dues till month of April 2019 have mounted to Rs. 46,070.00 as such he has requested that Hon'ble Ombudsman may kindly direct the petitioner to pay the aforesaid dues.
5. In her rejoinder dated 15.06.2019 while denying the respondent's submissions she has still maintained that her bills be revised based on metered consumption for the period 26.11.210 to 13.05.2013 on the basis of meter no. A-037074 and from 13.05.2013 till date based on the meter no. 74351 and such corrected bill be given to her without levy of LPS.

6. Records available on the file have carefully been perused and arguments from both the parties were heard. It is found that last payment amounting to Rs. 666.00 against bill for the period from 29.07.2010 to 31.10.2010, an IDF bill was made by the petitioner vide receipt no. 43050240 dated 26.11.2010. In this bill meter no. is mentioned as UC5473 and this bill carries no arrears. The records show that no payment was made by the petitioner after 26.11.2010. A perusal of records also shows the following changes of meters at different point of time:

- (i). Sealing certificate no. 11/25 dated 25.11.2010, old meter no. UC5473 (TTL), reading 23685 (high jump); new meter no. A039074 (Comet), reading 2 [IDF bill के आधार पर पुराना मीटर हाई जम्प हो जाने के कारण नया मीटर मुख्य द्वार के बाहर लगाया ]].
- (ii). Sealing certificate no. 20/39 dated 13.05.2013, old meter no. A039074 (Comet), reading 55714 (high jump); new meter no. 745351 (Genus), reading 0 [New meter installed outside the premises as per IDF base].
- (iii). Sealing certificate no. 23/680 dated 04.04.2019, meter no. 745351 (Genus), reading 7155 [meter resealed].

7. At present meter no. 745351 installed vide sealing certificate no. 23/680 dated 04.04.2019 showing reading 7155, which matches with the reading in billing history is still existing at petitioner's premises and bill for 04/2019 a metered consumption units from reading 6710 to 7155 for 445 units have been issued. The total dues ending 04/2019 as per billing history is Rs. 46,070.00. A perusal of billing history also show that bill up to the month of 08/2018 were issued on metered units recorded by the meter no. 745351 presently existing at petitioner's premises and thereafter 3 bills for the months of 10/2018, 12/2018 and 02/2019 issued as IDF and the bill for 04/2019 was again issued on metered consumption by the presently existing meter no. 745351. This sequence of bills suggest that the existing meter was in fact not IDF but it was working, its working may however not be correct, but it was not IDF and its accuracy would have been checked by installing a check meter which was not done but based on sealing certificate dated 04.04.2019 the respondent have held this meter correct. Based on the records it is clear that although the meters have been replaced a number of times as given above. The bills

have been issued on metered consumption and thus outstanding dues of Rs. 46,070.00 ending 04/2019 as claimed by the respondent and reflected in the consumer billing history are the legitimate revenue of the respondent which have accumulated since 26.11.2010 till 04/2019 due to nonpayment of bills by the petitioner. Her request for revision of the bills and non levy of LPS therefore has no merit and therefore cannot be accepted. The Forum have rightly directed the petitioner to pay the outstanding dues and therefore there is no reason to interfere with the Forum's order and the same is upheld. The petition is dismissed with no costs. The petitioner is directed to pay the aforesaid dues. In the event of nonpayment of the dues by the petitioner the respondent are at liberty to get their dues collected as per relevant rules and regulations applicable on the subject.

8. The respondent are advised to get the accuracy of the existing meter checked through check meter study and necessary action based on such study if required be taken as per relevant regulations.

Dated: 26.07.2019

(Subhash Kumar)  
Ombudsman