

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Smt Bhagwati Devi
W/o Late Shri Bhajan Singh, Gandhi Gram, Dehradun

Vs

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

Representation No. 06/2014

Order

The petitioner, Smt. Bhagwati Devi approached the office of Ombudsman with a petition dated 23.04.2014 against the judgment dated 22.03.2014 of the Consumer Grievance Redressal Forum, Garhwal zone (hereinafter referred to Forum) in her case against the Uttarakhand Power Corporation Ltd. (hereinafter referred to as respondent) demand for arrears due from her.

2. The petitioner informed that she is an old lady residing alone at her house, which has six rooms. She further informed that she is physically not fit to move around very much. She informed that as she was unable to pay her electricity bill, her line was disconnected and she was living in darkness for the last 3-4 years. Not getting any relief from the respondent, she approached the Forum who ordered that she would have to pay the amount calculated in the revised permanent disconnection (PD) report dated 24.03.2014 amounting to Rs. 54,885.00 minus any relief that could be given by the respondent in deducting the surcharge under the ongoing State Government's surcharge waiver scheme. It is strange that the Forum had referred to an order of 24.03.2014 in their order dated 22.03.2014 i.e. two days before the revised PD OM was issued.
3. Aggrieved by the order of the Forum the petitioner has approached the Ombudsman that she is in no position to make any payment towards the electricity bill as she is alone and has no income. Her husband and sons are deceased and she has no help

from anyone else. She has therefore requested that the amount shown pending against her should be waived off and supply be restored to her premises.

4. The respondent has informed that there is a temple with four rooms attached on the ground floor and six rooms on the first floor at the premises of the petitioner. The six rooms on the first floor used to be let out to tenants from time to time. The meter was installed inside the temple which remained locked and hence reading could not be taken. The line was temporarily disconnected on 14.02.2012 as there were arrears against the petitioner. Thereafter PD OM dated 17.12.2012 was prepared by the respondent showing temporary disconnection from 14.02.2012 and permanent disconnection from 12.12.2012. The PD OM dated 17.12.2012 showed dues of Rs. 83,952.00 as payable by the consumer.
5. The Forum ordered that the respondent should revise the PD OM on the grounds that the amount of CDF bills amounting to Rs.20,000.00 should be deleted. The Forum also ordered that the petitioner be given the benefit of the Government order of surcharge waiver.
7. On the directions of the Forum the respondent prepared a revised PD report with a revised amount of Rs. 54,885.00 due from the petitioner, however they informed that the waiver scheme could not be applied to the petitioner as her line had been permanently disconnected prior to the scheme coming into affect and she was no longer a consumer of the respondent on that date.
8. After going through the documents and hearing both parties, it is found that no further relief can be granted to the petitioner who would have to pay the dues of Rs. 54,885.00 as shown in the PD OM dated 24.03.2014. The petition is dismissed. Order of the Forum is upheld with the modification that surcharge waiver scheme cannot be applied in this case.

Dated: 27.06.2014

(Renuka Muttoo)
Ombudsman