

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Naresh Kumar Bhatia
Malini Market, Kotdwara
Distt. Pauri Garhwal, Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division,
Uttarakhand Power Corporation Ltd.
Kotdwara, Uttarakhand

Representation No. 43/2013

Order

The petitioner, Shri Naresh Kumar Bhatia gave a petition in the office of Ombudsman on 22.11.2013 against the order dated 26.10.2013 of the Consumer Grievance Redressal Forum, Garhwal zone (hereinafter referred to as Forum) in his complaint against Uttarakhand Power Corporation Ltd. (hereinafter referred to as respondent) for the demand of Rs. 37,243.00 due to his meter being found to be running slow.

2. The petitioner claims that on 27.07.2013 a group of officials of the respondent came to his premises and after inspection of his meter removed the same in his presence. As per the checking report, the seal of the meter was found broken and reading was not visible. The petitioner has signed the checking report. The removed meter was sent to the Lab and according to the test report of the meter, carried out in the lab on 08.08.2013, the meter was found to be running 86.14% slow. Subsequent to this the petitioner was given a demand for Rs. 37,243.00 by the respondent. The petitioner has requested that the respondent be asked to install a check meter at his premises to get the correct position and till the result of the check meter is finalized the respondent should not make any demand on the petitioner and should take back the demand for Rs. 37,243.00. The petitioner claims that he approached the Forum, however the Forum vide their order dated 26.10.2013 has not given him any relief. The petitioner has requested that the bill for 37,243.00 be expunged. Respondent be asked to install a

check meter at the petitioner's premises and respondent to pay Rs. 50,000.00 as compensation to the petitioner due to the mental harassment caused to him.

3. The Forum in their order have stated that after examining all the facts and documents shown by the respondent it is established that as per the test report of 08.08.2013 the meter installed at the petitioner's premises was running 86.14% slow and hence the demand made by the respondent was in order. They have further added that the respondent may decide to take the payment of the dues in installments in view of the petitioner's request. The respondent issued a letter to the petitioner dated 30.10.2013 permitting payment of the dues in 3 installments.
4. The respondent in their statement have informed that during inspection at the petitioner's premises on 27.07.2013, the seal of the meter installed at his premises was found broken. The meter was therefore removed and sealed and report prepared and got signed by the petitioner. The meter was then sent to the Test Lab in Dehradun. According to the test report by the Lab on 08.08.2013, the meter was found to be running 86.14% slow due to internal fault. Assessment was carried out as per the UERC Regulations, 2007 para 3.1.3 (6) and demand for Rs. 37,243.00 was raised.
5. The petitioner after giving the initial petition has not appeared on any date before this office and neither submitted a rejoinder to the statement of the respondent, even after repeated reminders. It would appear that the petitioner is not interested in following up the case.
6. A perusal of documents provided by the respondent show that they have raised the demand correctly. The order of the Forum is upheld. Petition is dismissed.

Dated: 23.05.2014

(Renuka Muttoo)
Ombudsman