

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Rananjay Pratap
S/o Shri Ramlal Singh
A-56, Sivanjali Society, Gotri Road,
B/H Yash Complex, Gotri,
Vadodara, Gotri, Gujarat

Vs

Sub Divisional Officer,
Electricity Distribution Division,
Uttarakhand Power Corporation Ltd.
Jashpur, Distt. Udham Singh Nagar, Uttarakhand

Representation No. 14/2014

Order

The petitioner, Shri Rananjay Pratap submitted a petition dated 06.06.2014 to the Ombudsman with reference to the order of the Consumer Grievance Redressal Forum, Kumaon zone (hereinafter referred to as Forum) dated 29.04.2014 in his complaint against the Uttarakhand Power Corporation Ltd. (hereinafter referred to as respondent).

2. In his complaint the petitioner has stated that he has a domestic connection at his family home in village Mohwa Dabra. He claims that he was informed by the respondent that after adjusting Rs. 5,078.00 paid on 16.05.2012, Rs. 6,197.00 was owed to the respondent by him as per the bill dated 14.10.2013. Hence the petitioner informs that he deposited Rs. 6,200.00 on 21.10.2013 to clear the entire amount.
3. However on 12.12.2013 he was again informed that arrears of Rs. 5,991.00 were due from him. Despite repeated visits to the local office of the respondent he met with no relief and had to deposit Rs. 3,000.00 on 17.12.2013 due to fear of disconnection. This was despite the fact that the current amount due as per the bill of 12.12.2013 was only Rs. 620.45. The petitioner then approached the Forum but could not appear before the Forum as the petitioner normally resides in Gujarat and only visits his

family home occasionally. The Forum order dated 29.04.2014 was received by him only on 08.05.2014.

4. The petitioner has prayed that against the payment of Rs. 3,000.00 by him on 17.12.2013, after adjusting the payment of Rs. 620.45 due from him as per the bill dated 12.12.2013, the excess amount of Rs. 2,379.65 should be adjusted in future bills and action taken against the concerned officers. The Forum dismissed the complaint on the grounds that there was no substance in the allegations communicated to them by the petitioner and also observed that the petitioner did not appear before them despite notices being sent. The Forum observed that as the petitioner did not raise any objection to the statement of the respondent, he was satisfied with the explanation and hence the complaint was dismissed.
5. The respondent in their statement have informed that in the bill dated 14.10.2013 a total amount of Rs. 11,335.00 was pending against the petitioner against which he paid Rs. 6,200.00 on 21.10.2013. Thereafter Rs. 5,135.00 still remained pending against him. The next bill for December 2013 dated 12.12.2013 for a current amount of Rs. 856.00 together with arrears of Rs. 5,135.00 totaling Rs. 5,991.00 was sent to the petitioner.
6. The respondent has explained that the petitioner made a payment of Rs. 5,078.00 on 16.05.2012. Thereafter the petitioner kept making part payments against the amount due from him. By October 2013 an amount of Rs. 11,335.00 was due from the petitioner. This was shown in the bill dated 14.10.2013. In the camp set up by the respondent around that time, the petitioner deposited an amount of Rs. 6,200.00. This amount was adjusted against his bill of Rs. 11,335.00 and thereafter Rs. 5,135.00 was due from him.
7. The respondent has further stated that the petitioner's meter was found to be defective in 2012 as he was receiving NA/NR bills from January 2012 and hence the meter was replaced on 13.09.2012. Adjustment for the excess amount charged for that period amounting to Rs. 2,992.00 was given in the bill for December 2013. The petitioner deposited Rs. 3,000.00 against this bill and all dues were cleared.
8. From the above it is clear that the petitioner was making part payments against amounts due from him. In fact the amount of Rs. 5,078.00 paid by him in 05/2012

was against amount due from him till then. Unfortunately the respondent seems to have been unable to explain to the petitioner that the payment of Rs. 5,078.00 on 16.05.2012 was for dues till that period and was in no way connected to the amount shown in the bill of 14.10.2013. Against the amount of Rs. 11,335.00 shown in the bill of October 2013, the petitioner again only made a part payment of Rs. 6,200.00. The amount of Rs. 5,135.00 still remained pending against him. The next bill for December 2013 dated 12.12.2013 showed an amount of Rs. 856.00 as the current amount and arrears of Rs. 5135.00, the total amount due was Rs. 5,991.00. With the adjustment of Rs. 2,992.00 for the excess amount paid against IDF bills and payment of Rs. 3,000.00 by the petitioner on 17.12.2013 all pending dues were cleared. Just as there were no dues against the petitioner, there was no amount to be reimbursed. Subsequent to the December 2013 bill, the petitioner is being sent current bills and payment is being made by him of his dues.

9. Two hearings were held. The petitioner did not attend either of the hearings and informed vide his communication dated 19.09.2014 that he worked and lived in Gujarat and was unable to attend and the case may be decided on the basis of documents submitted by him. Hence this order has been passed on the basis of documents available on file. Order of the Forum is upheld. Petition is dismissed.

Dated: 11.11.2014

(Renuka Muttoo)
Ombudsman