

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Ram Singh Adhikari
Canal Road, Arkepuram Colony
Call Tax, Kathgodam,, Distt. Nainital, Uttarakhand

Vs

Executive Engineer,
Electricity Distribution Division (Urban),
Uttarakhand Power Corporation Ltd.
Haldwani, Distt. Nainital, Uttarakhand

Representation No. 30/2017

Order

The petitioner, Shri Ram Singh Adhikari being aggrieved with the order dated 31.08.2017 of the Consumer Grievance Redressal Forum, Kumaon zone (hereinafter referred to as Forum) has filed this petition. His complaint is that he has been paying bills as received and without any delay however the reading in his meter is neither justified not reasonable and it is for this reason that he had filed the complaint before the Forum. Forum without any justification dismissed his complaint. His contention is that while the meter is giving a wrong reading why is installing a check meter taking more time. Since there was no specific request in the petition he was given multiple opportunities to rectify his petition and give specific request. However, petitioner did not respond to these letters and also failed to provide a rejoinder to the statement made by the respondent in the written statement.

2. Forum in their order dated 31.08.2017 have stated that the petitioner who has his connection no. 3815313090142 with a sanctioned load of 2 KW had suspected some technical problem in his meter while his bills are being issued on metered units. Petitioner's complaint is regarding his bill for the month of June 2017 where he received a bill for 1016 units on the basis of which he filed an objection and requested his meter be changed. Forum have observed that his meter was installed in October 2014 and a check meter had been installed in July 2015 when his meter had been found OK. Respondent have stated that if he continues to be dissatisfied with the meter he is free to deposit check meter fees and a check meter will be installed but

petitioner has done no such thing. Agreeing with the contention of respondent, Forum dismissed the complaint.

3. The respondent in their written statement have reiterated what they have stated before the Forum that petitioner's bill are being issued on the basis of metered units. Since a check meter was installed in 2015 and the meter was found OK there is no justification for installing a check meter again and as per orders of UERC if the petitioner is dissatisfied with his meter he may deposit check meter fees and get his meter checked. Meter can be changed only if meter is found to be incorrect and then necessary adjustments will also be allowed.
4. Since petitioner has not given any rebuttal to the statement of the respondent neither has he appeared before the Ombudsman on two dates 09.01.2018 and 18.01.2018 for representing his case (the respondent also did not appear for arguments on the aforesaid dates. and no reasonable grounds for replacement of meter have been advanced, there is no justification to interfere with the order of the Forum which is upheld. Petition is dismissed.

Dated: 19.01.2018

(Vibha Puri Das)
Ombudsman