

**THE ELECTRICITY OMBUDSMAN, UTTARAKHAND**

Shri Manu Gupta  
21/81 Pahari Gali  
Vikasnagar, Distt. Dehradun,  
Uttarakhand

Vs

Executive Engineer,  
Electricity Distribution Division,  
Uttarakhand Power Corporation Ltd.  
Vikasnagar, Distt. Dehradun, Uttarakhand

Representation No. 04/2018

**Order**

Date: - 21.05.2018

The petitioner, Shri Manu Gupta aggrieved by the order dated 11.01.2018 of the Consumer Grievance Redressal Forum, Garhwal zone (hereinafter referred to as Forum) in complaint no. 137/2017, has approached the Ombudsman through appeal no. 04/2018.

2. The case in brief is that petitioner had requested for enhancement of load to 40 KW against his connection no. 16675 of 16 KW. While his application was filed in 2012 he was required to deposit a sum of Rs. 1,41,000.00 against security deposit, estimated expenditure and system loading charges within 15 days of the letter dated 28.02.2013. As per receipt submitted by petitioner, he deposited Rs. 1,41,000.00 on 15.04.2013. However, no action was taken by the respondent for enhancement of load despite his approaching the office of Executive Engineer repeatedly. Petitioner therefore submitted an application on 15.10.2016 to not enhance his load and refund the deposited money. However respondent allegedly did not act on this application and on 29.09.2017 employees of licensee came to install a meter. Petitioner refused to get the meter installed since he had already requested in writing on 15.10.2016 that his load may not be enhanced. Petitioner is aggrieved that he was not given the enhanced load when he asked for it and when he had made alternative arrangement and no longer wished to enhance his load, respondent proposed installing a meter at

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