

## THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Pratap Singh Negi  
Sector 8 D, House no. 483,  
Baurari, New Tehri , Uttarakhand

Vs

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

Representation No. 12/2020

### Order

Dated: 21.08.2020

Being aggrieved with Consumer Grievance Redressal Forum, Garhwal zone (hereinafter referred to as Forum) order dated 02.03.2020 in his complaint no. 08/2019 before the said Forum against Uttarakhand Power Corporation Ltd. (UPCL) through its Executive Engineer, Electricity Distribution Division, New Tehri (respondent), Shri Pratap Singh Negi resident of sector 8D, House no. 483 Baurari, New Tehri, a consumer of UPCL for his domestic connection no TH23804024805 for 2 KW load, has preferred this appeal against the inflated bill for the period from 16.12.2019 to 16.02.2020 for correction of the said bill.

2. The petitioner has preferred this appeal dated 30.03.2020 followed by subsequent submissions dated 27.05.2020 which was received on 05.06.2020 and thus the appeal was admitted on the same date i.e. 05.06.2020. The petitioner has asserted that he had filed a complaint against the respondent with the Forum on 02.02.2020 against the wrong bill with the request for its correction. The Forum however dismissed the complaint vide their order dated 02.03.2020 holding that the bill under question is correct and nothing against the UERC tariff orders have been charged in the bill. Being aggrieved with Forum order on the following points the present appeal is being preferred before Ombudsman.

- i) The Forum has not clarified the position on any of the points raised in the complaint such as the solar water heater charges, green tax, the minimum rates etc. and hence this appeal is preferred for correction of the bill and issue of clear orders.
3. The Forum in their order dated 02.03.2020 after perusal of the records and hearing both parties have observed that the bill under question has been issued on actual metered consumption and all the charges have been levied in accordance with UERC orders and hence the complaint is not liable to be allowed and they have accordingly dismissed the complaint.
4. The respondent Executive Engineer has submitted his written statement vide letter no. 1304 dated 16.06.2020 wherein he has submitted that the disputed bill for the period 16.12.2019 to 16.02.2020 for petitioner's connection no. TH2/3804/024805 has been issued for 603 KWh metered consumption on UERC tariff applicable for the financial year 2019-20. Further other charges such as FCA, ED, additional energy charges have also been levied in accordance with office memorandum no. 3353 dated 19.10.2019, 234 dated 21.01.2020 and no. 3479 dated 21.10.2019 respectively. He has substantiated his reply with copies of the relevant rate schedule and above referred OMs as well as copy of the computerized bill as well as a manually prepared bill both of which confirms levy of charges as per relevant tariff and OMs mentioned in his aforesaid written statement and total amount of the bill is Rs. 2,890.00.
5. The petitioner has submitted his rejoinder dated 28.07.2020 wherein he has mentioned that in written statement the respondent has not clarified the points raised in his appeal. He has further submitted that while he agrees to the sum of Rs. 2257.70 towards energy charges. He has held that other charges shown in the bill are wrong. He has raised a question that under which rule a sum of Rs. 635.30 has been added in the bill and he has again requested that clarification regarding charging Rs. 635.30 be issued.
6. Hearing in the case was fixed for 10.08.2020 while the respondent's representative Shri Swarn Singh Rawat, SDO Narendra Nagar appeared for arguments and submitted that the bill has been correctly issued on UERC tariff order and other charges questioned by the petitioner have also been correctly charged in terms of the orders as mentioned in their written statement dated 16.06.2020 and as such no correction in the

bill is required and Forum has rightly dismissed the complaint. The petitioner however shown his inability to appear for arguments in ivew of covid-19 vide his letter dated 07.08.2020 and 08.08.2020 and has requested that the case be decided on the documents filed by him. He has specifically mentioned that the following charges levied in the bill for the period 16.12.2019 to 16.02.2020 are wrong and baseless.

i) Fixed charges Rs. 290.00

ii) Green Tax Rs. 235.17.

iii) Electricity Duty Rs. 90.45.

iv) Solar water heater rebate = 19.35

Total Rs. 635.00 (correct amount is 634.97)

7. The documents available on file have been perused. Arguments from the respondent have been heard. A perusal of the disputed bill clearly shows that the computerized bill has rightly bill prepared and issued on the appropriate tariff and other charges such as electricity duty, fuel charges, and additional energy charges have also rightly been charged in accordance with UERC orders contained in OMs mentioned in respondent's written statement and as such the total amount of the bill Rs. 2,890.00is the genuine dues which are payable by the petitioner and no correction in the bill is called for also there is no ground to interfere with Forum's order and the same is upheld. The petition is dismissed. The respondents are at liberty to realize their legitimate dues of this bill amounting to Rs. 2,890.00 along with LPS.

Dated: 21.08.2020

(Subhash Kumar)  
Ombudsman