

THE ELECTRICITY OMBUDSMAN, UTTARAKHAND

Shri Tole Singh,
S/o Shri Brij Lal
Village Kutri, P.O. Chakarpur,
Distt. Udham Singh Nagar, Uttarakhand

Vs

The Executive Engineer,
Electricity Distribution Division,
Uttarakhand Power Corporation Ltd.
Khatima, Distt. Udham Singh Nagar, Uttarakhand

Representation No. 57/2019

Order

Dated: 28.02.2020

Shri Tole Singh S/o Shri Brij Lal Village Kutri, P.O. Chakarpur, Distt. Udham Singh Nagar, the petitioner, has preferred this appeal due to non compliance of Consumer Grievance Redressal Forum, Udham Singh Nagar zone (hereinafter referred to as Forum) order dated 05.09.2019 in his complaint no. 92/2019-20 before the said Forum, against Uttarakhand Power Corporation Ltd. through Executive Engineer, Electricity Distribution Division, Khatima (hereinafter referred to as respondent) with the prayer that the respondent be directed to correct his bills, in accordance with Forum's above referred order.

2. The petitioner has asserted that his meter installed at his domestic connection was replaced by a new meter and he had already paid for the consumption recorded by the old meter, but the respondent have again charged for this consumption in the bill issued after replacement of the old meter. A complaint registered as complaint no. 92/2019-20 was filed before the Forum, which was decided by the Forum vide order dated 05.09.2019 wherein they have directed the opposite party (UPCL) that bill after adjustment of the payments made against the consumption recorded in the old meter be rectified but the respondent have not complied with Forum order and as such he has requested that the respondent be directed to correct the bills in compliance of Forum's order.

3. The Forum vide their combined order dated 05.09.2019 have decided 3 complaints no. 91, 92 and 93 of 2019-20 being the similar cases, in which complaint no. 92/2019-20 of the petitioner was interalia decided. The Forum have observed that as per billing history it is evident that bills are being issued, adding the consumption recorded in the old meter against which payments have already been made and as such necessary correction in the bill is required. The Forum have accordingly directed the respondent to issue the corrected bill, after deletion of the consumption recorded by the old meter as payments for such consumption had duly been made by the petitioner.
4. The respondent have submitted his written statement dated 10.01.2019. they have stated that action for correction of the bill, as per Forum's order, had already been initiated and now the bill of the petitioner against his connection no. KH1K563085920 had duly been corrected and issued to the petitioner, copy of the disputed bill and corrected bill have also been submitted with the written statement, according to which the disputed bill, for the period 14.07.2019 to 24.09.2019 amounting to Rs. 54,644.00, which includes arrears amounting to Rs. 52,338.00, has been corrected through bill for the period 17.11.2018 to 16.11.2019 amounting to Rs. 2,306.00, which contains no arrears and thus as per respondent's the Forum order stands complied with.
5. The petitioner did not submit any rejoinder despite reminders and therefore hearing was fixed for 26.02.2020. The petitioner did not appear for arguments on the prefixed date. He however informed in a telephonic communication that since his grievance stands redressed with the issue of revised bill by the respondent so he neither submitted a rejoinder nor he is willing to submit any arguments in the hearing. Shri Ajit Kumar, Assistant Engineer (Revenue), duly authorized by the respondent, executive engineer, however appeared for arguments. He made oral submissions that the disputed bill amounting to Rs. 54,644.00 which includes arrears Rs. 52,338.00 has duly been revised for an amount of Rs. 2,306.00, after deletion of arrears Rs. 52,338.00 shown in the disputed bill in compliance to Forum's impugned order. He has further informed that the petitioner has already paid Rs. 2,500.00 against his outstanding dues in the month of January 2020. He has also submitted a copy of the billing history, copies of the disputed and correct bills and other documents to substantiate his oral submissions made in the hearing.

6. The records available on file have been perused and arguments from the respondent have been heard. It is observed that the existing electromechanical meter of the petitioner was replaced by an electronic meter on 19.01.2019 as a general policy but in the disputed bill for the period 14.07.2019 to 24.09.2019 a sum of Rs. 52,338.00 has been added as arrears for the bills issued on the recorded consumption by the old meter for which payments have already been made by the petitioner as shown in the billing history and also admitted by the respondent and also found to be so by the Forum. A revised bill after deletion of the said arrear has already been issued for Rs. 2,306.00 for the period 17.11.2018 to 16.11.2019 and as such the grievance has admittedly been redressed therefore there is no need to interfere with Forum order and the same is upheld. Petition is allowed.

Dated: 28.02.2020

(Subhash Kumar)
Ombudsman