



Office of the Electricity Ombudsman

(Appointed by the Joint Electricity Regulatory Commission
for The State Of Goa & UTs under Section 42(6) of the Electricity Act, 2003)
2nd Floor, HSIIDC Office Complex, Vanijya Nikunj Complex, Udyog Vihar, Phase-V,
Gurgaon – 122016, Haryana
Ph. 0124 – 2875304 Fax:- 0124 – 2342853
Email: ombudsmanjerc@gmail.com

Ref No: 1/46/2014- EO

Date: 16th March, 2015

Appeal No. 36/2014

Sub: Representation/ Appeal Before the Electricity Ombudsman for JERC for the State of Goa and UTs against the order dated 11.11.2014 of CGRF, Chandigarh filed by Sh. S.D.Bali, House No. 2140, Sector 35-C, Chandigarh regarding unreasonably excessive electric consumption bills in respect of A/c No. 307/3546/204001E.

To

Sh. S.D. Bali
House No. 2140,
Sector 35-C, Chandigarh

Appellant

V/s

The Executive Engineer,
Electricity Department,
Operation Division No.4,
UT Chandigarh

The Sub-Division Officer (SDO),
Electy. 'OP' Sub-Division No. 9,
UT, Chandigarh

Respondent

Hearing on Monday, 09th March, 2015

Present: Mr. R. K. Kaul, Electricity Ombudsman for JERC for Goa and UTS.

On behalf of the Appellant:

Sh. S.D. Bali
House No. 2140,
Sector 35-C, Chandigarh

On behalf of the Respondent:

1. Sh. Deepak Bansal
Executive Engineer
Electricity Department,
UT Chandigarh

2. Sh. Daleep Kumar
Assistant Electrical Engineer
Electricity Department,
UT Chandigarh

3. Sh. Ashok Kumar
Assistant Revenue Accountant
Electricity Department,
UT Chandigarh

Date 16.03.2015

ORDER/ Recommendation

(Settlement through mediation and conciliation)

The appeal/ representation cited above received in the Office of Electricity Ombudsman for the State of Goa and UTs was admitted on 30.12.2014. A copy of the same as received was forwarded to the Respondents on the same day with the direction to submit their remarks/ counterstatement on each of the points relating to the matter of this representation supported by copies of relevant documents, latest by 19.01.2015 with a copy to the Appellant. The point wise reply of the Respondent has been received in the Office of Ombudsman on 19.01.2015.

Settlement by Agreement

Both the parties appeared before the Electricity Ombudsman as scheduled and were heard. Efforts were made to reach an settlement between the parties through the process of conciliation and mediation. However, no settlement mutually agreeable could be reached. The hearing, therefore, continued to provide reasonable opportunity to both the parties to put forth their pleadings on the matter.

Prayer

- Reconciliation of the accounts/payments made by the Appellant.

- Refund of amount of Rs. 1550/- unlawfully got deposited from the Appellant towards the cost of the defective meter.

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- Any other order or directions as may be deemed fit.

Pleadings by the parties

The Appellant

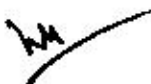
- The Appellant reiterated the points as detailed in his representation (Pt. no. 1 to Pt. no. 11). It was stated that the Licensee got deposited Rs. 1550/- towards the cost of burnt meter from the Appellant, whereas it was not his fault and the Licensee should refund the said amount.
- It was stated that after the meter was burnt, the Licensee charged on the average basis, which was on higher side.
- The latest bill received by the Appellant is for Rs.25,641/- whereas, normally his electricity bill never exceeds Rs. 7000/-.
- It was stated that the Appellant paid Rs. 1,05,705/- towards the electricity charges for the period 21/7/13 to 20/12/14, which is very much on the higher side.

The Respondent

- The respondent reiterated the points as submitted in his submission against the points raised by the Appellant.
- The Appellant deposited Rs. 1550/- towards the cost of the burnt meter, as per rules of the department. No other complaint of burning of energy meter/electrical installation was received from that area on the day, the meter of the Appellant got burnt.
- During previous years i.e. in 2011, 2013, 2014, three meters have burnt and replaced by the Licensee.
- The charges on average basis are correct and as per rules.
- In reply to Appellant question regarding depositing of Rs. 1,05,705/- during the period 21/7/13 to 20/12/14, it was brought out that the Appellant deposited only Rs. 50,000/-. His account has already been overhauled as per the directions of CGRF.
- To the question regarding bill of Rs. 25,641/-, it was replied that it was a minus entry and the amount was not to be deposited but instead stood as advance from the Appellant side towards the Licensee.

ORDER

Based on the above, the representation/appeal of the Appellant is disposed off with the following orders:-



- **The Appellant will get his internal wiring checked up, from an approved Licensee's contractor, for any deficiency/equal loading on all the 3 phases.**
- **If any deficiency is found, the same will be set right by the Appellant and no refund of Rs. 1550/- towards the cost of burnt meter will be allowed.**
- **In case everything is found correct, the Licensee will return Rs. 1550/- to the Appellant.**

Dated: 17th Day of March, 2015



(R. K. Kaul)

Electricity Ombudsman for JERC
for the State of Goa and UTS

Ref. No. 1/45/2014- EO

1. Sh. S.D. Bali
House No. 2140,
Sector 35-C, Chandigarh
2. The Executive Engineer,
Electricity Department,
Operation Division No.4,
UT Chandigarh

Copy to:

1. The Secretary, Joint Electricity Regulatory Commission for the State of Goa and UTs.
2. The Chairman, CGRF, Room No. 530, 5th Floor, UT. Secretariat, Deluxe Building, Sector-9D, Chandigarh

