



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)
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Ref No: 1/48/2015- EO

Date: 17th March, 2015

Appeal No. 38/2015

Sub: Representation/ Appeal Before the Electricity Ombudsman for JERC for the State of Goa and UTs against the order dated 12.11.2014 of CGRF, Chandigarh filed by Sh. Naresh Kumar Sharma, House No. 1163, Sector 41-B, Chandigarh regarding excess charging of average electricity bill.

To

Sh. Naresh Kumar Sharma
House No. 1163,
Sector 41-B, 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. Naresh Kumar Sharma
House No. 1163,
Sector 41-B, Chandigarh

On behalf of the Respondent:

1. Sh. S.C. Saini
Additional Superintending Engineer
Electricity Department,
UT Chandigarh
2. Sh. Jasvinder Singh
The Sub-Division Officer (SDO),
Electy. 'OP' Sub-Division No. 09,
UT, Chandigarh
3. Sh. Gurnaib Singh
Assistant Revenue Accountant
Electy. 'OP' Sub-Division No. 09,
UT, Chandigarh

Date 16.03.2015

ORDER/ Recommendation
(Settlement through mediation and conciliation)

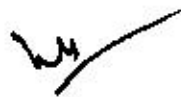
The appeal/ representation cited above received in the Office of Electricity Ombudsman for the State of Goa and UTs was admitted on 13.01.2015. A copy of the same as received was forwarded to the Respondents on the same day with the direction to submit their remarks/ counterstatement on each of the points relating to the matter of this representation supported by copies of relevant documents, latest by 02.02.2015 with a copy to the Appellant. The point wise reply of the Respondent has been received in the Office of Ombudsman on 02.02.2015.

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

- The average bill be calculated on the basis of the average of previous 12 months bills as the average calculated by the Licensee on the basis of the previous 3 bills is not reflective of the actual consumption.
- The arrears be allowed to be paid in 5 installments.



Pleadings by the parties

The Appellant

- The appellant reiterated the points as detailed in his representation.
- It was stated that the charges on the average basis, by the Licensee, when the energy meter remained defective/dead is on the higher side.
- The calculation of the bills be allowed on the basis of average of the previous 12 bills.
- The amount so calculated by the Licensee, be allowed to be paid in easy instalments.

The Respondent

- The Licensee reiterated the points as submitted in his submission against the points raised by the Appellant.
- After replacement of defective meter, the Appellant's account was overhauled on the basis of average monthly consumption of previous three meter regarding cycles.
- CGRF order was silent about surcharge & no. of instalments in which the amount is to be paid by the Appellant.

ORDER

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

- **The bill amount will be calculated by the Licensee on the basis of average of previous 12 months bill prior to the period the meter was dead/defective.**
- The payment of the above amount will be paid by the Appellant in two monthly instalment along with the current consumption electricity bill.
- No surcharge will be levied for the above.

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. Naresh Kumar Sharma
House No. 1163,
Sector 41-B, 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