



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: 1/52/2015- EO

Date: 9th July, 2015

Appeal No. 42/2015

Sub: Representation/ Appeal Before the Electricity Ombudsman for JERC for the State of Goa and UTs against non-compliance of the Appeal of the consumer within specified time of CGRF, Chandigarh filed by Smt. Sudershana Rani, SCF 596, Motor Market, Manimajra, Chandigarh regarding Abnormal billing due to jumping of meter reading A/c No. 208/MA44/041501U.

To

Smt. Sudershana Rani
SCF 596, Motor Market
Manimajra, Chandigarh

Appellant

V/s

The Executive Engineer,
Electricity Department,
Operation Division No.2,
UT Chandigarh

The Assistant Executive Engineer,
Electricity Department,
Operation S/Division No.8,
Manimajra

Respondent

Hearing on Tuesday, 7th July, 2015

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

On behalf of the Appellant:

1. Smt. Sudershana Rani
SCF 596, Motor Market
Manimajra, Chandigarh

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On behalf of the Respondent:

1. Sh. Sunil Sharma,
Executive Engineer
Electricity Department,
Operation Division No. 2,
UT Chandigarh
2. Sh. Ravinder Singh
Assistant Executive Engineer
Electy. 'OP' Sub-Division No. 8,
UT, Chandigarh
3. Sh. Joginder Paul
Revenue Accountant
Electy. 'OP' Sub-Division No. 8,
UT, Chandigarh

Date: 09.07.2015

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 01.05.2015. 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 15.05.2015 with a copy to the Appellant. The point wise reply of the Respondent has been received in the Office of Ombudsman on 15.05.2015.

Brief Facts of the Case

- An electricity connection stands in the name of Smt. Sudershana Rani, SCF-596, Motor Market, Manimajra having sanctioned load of 5.0 kW.
- The load of the above said premises found to be 4.96 kW & the meter also found o.k. by the licensee, on checking.
- On perusal of the consumption pattern of the said connection, the load has been found varying from 232 to 1431 units during the course of 01/13 to 03/15 except once, during 3/14 to 5/14, when the meter seems to have jumped & recorded the consumption of 1,11,529 units, which is unbelievable.



Prayer

- Correction of electricity bill
- Award of compensation

Settlement by Agreement

Both the parties appeared before the Electricity Ombudsman as scheduled and were heard. Efforts were made to reach a settlement between the parties through the process of conciliation and mediation.

Recommendation of Mutually Agreeable Settlement

The Appellant reiterated his request for correction of bill. The respondent also agreed that consumption of 1,11,529 units between the period 3/14 to 5/14 is not possible, practically. Accordingly, on the pursuasion of the Ombudsman, the licensee agreed to overhaul the account of the said connection. During this period of abnormality, the consumption will be calculated on the basis of average of the bills of previous three months prior to the month in which the dispute has arisen.

Order

- The Licensee is ordered to overhaul the account of the Appellant within 15 days of the receipt of the order.
- The energy meter may also be replaced with a new healthy meter as the jumping of meter can again take place with the present installed meter.



(R. K. Kaul)

Electricity Ombudsman

Ref. No. 1/51/2015- EO

1. Smt. Sudershana Rani
SCF 596, Motor Market
Manimajra, Chandigarh
2. Sh. Sunil Sharma,
Executive Engineer
Operation Division No. 2,
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

