



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: 1/53/2015- EO

Date: 10th July, 2015

Appeal No. 43/2015

Sub: Representation/ Appeal Before the Electricity Ombudsman for JERC for the State of Goa and UTs against non-redressal of the Appeal of the consumer within specified time by CGRF, Chandigarh filed by Sh. Ram Mehar, House No-149/1, Shanti Nagar, Manimajra, Chandigarh regarding Abnormal billing due to jumping of meter reading A/c No. MH23/063400A.

To

Sh. Ram Mehar
House No-149/1
Shanti Nagar
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. Sh. Ram Mehar
House No-149/1
Shanti Nagar
Manimajra, Chandigarh
2. Sh. Subhash Chander
Manimajra, Chandigarh

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: 10.07.2015

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 07.05.2015. 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 22.05.2015 with a copy to the Appellant. The point wise reply of the Respondent has been received in the Office of Ombudsman on 22.05.2015.

Brief Facts of the Case

- The Appellant has an electric connection with 1.0 kW load.
- The first bill for 5 months was issued on 21.01.14, on average basis, for Rs. 43141/- without mentioning the dates of first & final reading of the meter.
- Another hefty bill for Rs. 5,54,790/- was issued on 21.03.2014 to the Appellant for consumption of 1,23,909 units for the period 27/7/13 to 27/2/14 (7 months), which is unbelievable.
- Current bill was issued on 21.05.2014 to be paid upto 5.6.14 for an amount of Rs.5,78,511/- showing Rs. 5,76,535/- as arrears.

Handwritten signature

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 1,23,909 units between the period 12/13 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 three bills issued just after the disputed bill as there is no authenticate/correct consumption in the preceding bills prior to the disputed bill.

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. 1/53/2015- EO

1. Sh. Ram Mehar
House No-149/1
Shanti Nagar
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

