



## 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: 1/54/2015- EO

Date: 10.07.2015

Appeal No. 44/2015

**Sub:** Representation/ Appeal Before the Electricity Ombudsman for JERC for the State of Goa and UTs against CGRF, Chandigarh filed by Sh. Subhash Chander, House No-2238/57, Shanti Nagar, Manimajra, Chandigarh regarding inflated consumption bill A/c No. 208/MA30/042700T.

To

Sh. Subhash Chander  
House No-2238/57  
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, 7<sup>th</sup> July, 2015**

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

**On behalf of the Appellant:**

1. Sh. Subhash Chander  
House No-2238/57  
Shanti Nagar  
Manimajra, Chandigarh

*hm*

**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 11.05.2015. 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 25.05.2015 with a copy to the Appellant. The point wise reply of the Respondent has been received in the Office of Ombudsman on 25.05.2015.

**Brief Facts of the Case**

- An electricity connection stands in the name of Sh. Gurpal Singh, H.No. 57, Block 2238, Manimajra, having A/c no. MA30/042700T.
- The sanctioned load was 0.440 kW but connected load, found by the licensee, as 3.631.
- The Appellant in his complaint dt. 18.3.14 has stated that electricity meter is giving abnormal/inflated consumption as per the bill dated 21.04.12.
- The Appellant challenged the meter & deposited the checking fee on 03.09.12.
- The meter was changed on 03.01.14 i.e. 16 months after deposition of meter challenge fee, which is totally wrong.

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### Prayer

- Correction of electricity bill
- Award of compensation

### Settlement by Agreement

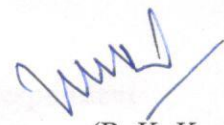
Both the parties appeared before the Electricity Ombudsman as scheduled and were heard. Efforts were made to reach a settlement between the parties through the process of conciliation and mediation.

### Recommendation of Mutually Agreeable Settlement

The Appellant reiterated his request for correction of bill. The respondent also agreed that it was the fault of the licensee to have taken 16 months to change the defective meter. Accordingly on the pursuation of the Ombudsman, the licensee agreed to overhaul the account of the said connection for the period 03.09.12 to 31.01.14. During this period of abnormality, the consumption will be calculated on the basis of **average of the three bills issued just after installation of the new energy meter as the consumption/load pattern does not justify taking the average of the 3 bills prior to the complaint lodged.**

### Order

- **The Licensee is ordered to overhaul the account of the Appellant within 15 days of the receipt of the order.**



(R. K. Kaul)

Electricity Ombudsman

Ref. No. 1/54/2015- EO

1. Sh. Subhash Chander  
House No-2238/57  
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, 5<sup>th</sup> Floor, UT. Secretariat, Deluxe Building, Sector-9D, Chandigarh

