



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: 1/55/2015- EO

Date: 13th July, 2015

Appeal No. 45/2015

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 Smt. Chander Kanta, House No.2185/1, PWT, Manimajra, Chandigarh regarding Abnormal billing due to jumping of meter reading A/c No. 208/MA29/065600k

To

Smt. Chander Kanta
House No-2185/1
PWT, 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. Chander Kanta
House No-2185/1
PWT, Manimajra,
Chandigarh
2. Sh. Yogesh Kumar
Manimajra, Chandigarh

Handwritten signature/initials

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: 13.07.2015

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 Smt. Chander Kanta, H.No. 2185/1, Pipliwala Town, Manimajra, having a sanctioned load of 3.0 kW.
- On checking the said premises, the meter has been found o.k. & load found 2.620 kW, by the Licensee.
- Since Jan 14 till date i.e. for more than one year the Appellant is being harassed by being served average bill.
- The bills have not been corrected, by the Licensee, so far.



Prayer

- Issue of correct bills
- Compensation of harassment

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 the points as laid down in his request. Since more than a year, he has been getting average bills instead of correct bills. The Licensee has agreed for the issue of correct bills.

Order

- The Licensee is ^{ordered to} issue correct bills to the consumer within 15 days of the receipt of the order.



(R. K. Kaul)

Electricity Ombudsman

Ref. No. 1/55/2015- EO

1. Smt. Chander Kanta
House No-2185/1
PWT, 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

