



## 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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Gurgaon – 122016, Haryana  
Ph. 0124 – 2875304 Fax:- 0124 – 2342853  
Email : ombudsmanjerc@gmail.com

Ref No: 1/56/2015- EO

Date: 13<sup>th</sup> July, 2015

Appeal No. 46/2015

**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. Palwinder Kaur, House No-2193/20, PWT, Manimajra, Chandigarh regarding Abnormal billing due to jumping of meter reading A/c No. 208/MA41/090000Q**

To

Smt. Palwinder Kaur  
House No-2193/20  
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, 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. Manjeet Singh  
House No-2193/20

PWT, 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: 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. Palwinder Kaur, H.No. 2193/20, Pipliwala Town, Manimajra, having a sanctioned load of 1.850 kW.
- The energy meter has been found o.k. & load found to be 1.440 kW, on checking, by the Licensee.

*WJ*



- The Appellant consumption record shows issue of bill for 8335 units from 12/3 to 6/14. Before this period, for the period 12/3 to 6/14, average consumption has been shows as 214 units.
- It appears that no regular readings are being taken by the meter readers.

**Prayer**

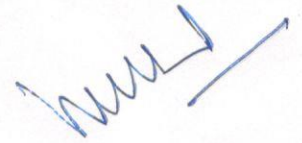
- Issue of correct bills

**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. Both the parties agreed for the following.

**Interim Order**

- **The Licensee is ordered to mail the consumption of the Appellant for the last four years to the Ombudsman.**
- **The energy meter be also got checked up in the presence of the Appellant.**
- **The needful be done within 15 days of the receipt of the order.**
- **The final order will follow**



(R. K. Kaul)  
Electricity Ombudsman

Ref. No. 1/56/2015- 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, 5<sup>th</sup> Floor, UT. Secretariat, Deluxe Building, Sector-9D, Chandigarh

