



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: 1/95/2016- EO

Date: 08.03.2017

Appeal No. 85/2017

Sub: Representation/ Appeal before the Electricity Ombudsman for JERC for the State of Goa and UTs against the Order dated 23.02.2016 of CGRF, Chandigarh filed by Shri Onkar Singh SCO - 846, Sector-22 'B' Chandigarh regarding billing dispute.

Sh.Onkar Singh
SCO – 846, Sector – 22 'B'
CHANDIGARH.

Appellant

V/s

The Superintending Engineer
Electricity Operation Circle
5th Floor, Room No. 511,
Deluxe Building, UT Secretariat
Sector -9 'D',
CHANDIGARH- 160009.

On behalf of licensee

Respondent

Hearing on Tuesday, 28th February, 2017

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

On behalf of the Appellant:

- 1. Shri Onkar Singh**
SCO – 846, Sector – 22 'B'
CHANDIGARH
- 2. Shri Narinder Sharma,**
CHANDIGARH.

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On behalf of the Respondent:

1. **Shri Pawan Sharma,**
Executive Engineer,
Electricity Department,
Electricity Operation Division No. 4,
Sector-18,
CHANDIGARH.
2. **Shri Rakesh Mahajan,**
A.E.,
Electricity Department,
Electricity Operation Division No. 2,
CHANDIGARH.

Dated: 08.03.2017

ORDER/ RECOMMENDATION

The Appeal/ Representation cited above received in the Office of Electricity Ombudsman for the State of Goa and UTs was admitted on 24.01.2017. 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 14.02.2017 with a copy to the Appellant. The point wise reply of the Respondents has been received in the Office of Ombudsman on 16.02.2017.

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. However, no settlement mutually agreeable could be reached. The hearing, therefore, continued to provide reasonable opportunity to both the parties to put forth their pleadings on the matter.

Prayer :

- To set aside the Orders of CGRF, Chandigarh.
- Refund of charges paid when no electricity supply of the Department was used through the meter in the name of Mrs. Manpreet Kaur for the period 11/2012 to 02/2015 as the consumption has been paid through the other meter in the name of Onkar Singh.

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Pleadings by the Parties

The Appellant :

- The Appellant re-iterated the points as already submitted in his written application.
- There are 3 no. Floor wise electricity connections in the name of Shri Onkar Singh, Mrs. Manpreet Kaur and Shri Rashbag Singh in the SCO No. 846, Sector 22 'B', Chandigarh with changer over switch facility for shifting of loads.
- The dispute is with respect to the meter in the name of Mrs Manpreet Kaur having account no. 2253/703200H.
- The meter of the consumer was changed on 31.10.2014, after it had burnt in 11/2013.
- The above meter was declared dead stop/replaced on 06.02.2015, but the meter was found okey in the Departmental laboratory while testing on 20.03.2015.

The Respondent:

- The Respondent re-iterated the points as already submitted in his written submission.
- It was explained that the meter of the consumer was changed on 31.10.2014 as burnt vide MCO No. 92/552 and average bills were issued w.e.f. 11/2013 to 03/2014 @ 6199 units per cycle and @ 9389 units per cycle w.e.f. 01/2014 to 11/2014.
- The meter was showing less consumption since 10.09.2012 as compared to the previous bill which is clear from consumption data of the consumer account.
- The new meter of the consumer was also changed as dead stop on 06.02.2015 vide MCO No. 51/503, but the same was found to be working within permissible limits when checked in M&P Lab on 20.03.2015.
- A notice has been issued to the consumer vide Memo No. 11 dated 04.01.2017 to make the payment of the bill within 10 days. But till date no payment has been made by the consumer.
- The connected load of the consumer was checked on 05.02.2015 and found to be 15.5 KW, equal to the sanctioned load.

ORDER

- The Licensee is ordered to overhaul the account existing in the name of Mrs. Manpreet Kaur with Account No. 2253/703200H for the period 11/2013 to 11/2014 during which the adhoc bills were issued to the consumer.

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- The basis of calculation of consumption be taken average consumption of the consumer for the healthy period i.e. July, 2011 to July, 2012.

(R. K. Kaul)
Electricity Ombudsman

1. **Shri Onkar Singh**, SCO 846, Sector – 22 'B', Chandigarh.
2. **The Superintending Engineer**, Electricity Operation Circle, Room No. 511, 5th Floor, Deluxe Building, UT Secretariat, Sector -9 'D', Chandigarh- 160009

Copy to:

1. **The Secretary**, JERC
2. **The Chairman**, CGRF, Electricity Department, 5th Floor, Room No. 531, U.T. Secretariat Building, Chandigarh
3. **Shri Prateek / Arvind**, JERC, Gurgaon: for uploading of the Order on the JERC's website.

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