

BEFORE THE ELECTRICITY OMBUDSMAN

(For the State of Goa and Union Territories)

Under Section 42 (6) of the Electricity Act, 2003

3rd Floor, Plot No. 55-56, UdyogVihar - Phase IV, Sector 18,

Gurugram (Haryana) 122015,

Phone No.:0124-4684708, Email ID: ombudsmanjerc@gmail.com

Appeal No.129 of 2020

Date of order : 20.11.2020

Smt.Raj Kumari

Chandigarh

....Appellant

Versus

The Superintending Engineer,


Electricity Department,

Chandigarh and others

....Respondent

Date of Order: 20.11.2020

The Appellant has preferred an Appeal against the order of the Hon'ble CGRF, Chandigarh in C.C. No.-B-122/2020 dated -11.09.2020. The appeal/representation cited above received in this office on 09.10.2020 through email was admitted for examination and consideration on 12.10.2020. Copy of the same as received was forwarded to the respondent with a direction to endeavour to settle the representation through mutual agreement within 10 days. If a settlement is achieved, a copy of the same be supplied to this office within 10 days. In case no settlement is achieved through mutual agreement, you are requested to file affidavit of your counter reply in the required format, to the appeal/representation within 20 days from the date of this Admission Notice dated 12.10.2020, on behalf of Electricity Department Chandigarh , under your signature or through a duly authorised officer . A reminder was issued on 06.11.2020. Reply received through SDO on 12.11.2020 was returned by the registry as the same was not filed by an authorised officer. Since no reply was filed by an authorised officer of the Licensee, therefore they were proceeded for ex-parte vide Notice dated-



16.11.2020 and e-hearing was fixed for 26.11.2020. However Executive Engineer vide his email dated -19.11.2020 has now filed the reply.

(A) **Submissions by the Appellant:**

Appellant submitted the brief facts as under:-

1. FACTS OF THE CASE

I am the owner of House No. 802, DC & GBS Coop. Housing Society, Sector 48-A, Chandigarh. I am the holder of Electricity Account No. 205484708001Q. I was issued an electricity bill No. 091898 dated 23.07.2020 for Rs 12663/- which was almost 4 times of the amount I usually paid for the electricity usage (copy enclosed). The details of my previous payments are as follows:-

<u>Date</u>	<u>Amount in Rupees</u>
25.09.2018	5423/-
27.11.2018	5619/-
28.01.2019	5787/-
26.03.2019	5824/-
27.05.2019	5777/-
19.07.2019	5428/-
24.09.2019	5429/-
10.12.2019	4614/-
28.01.2020	4627/-
28.04.2020	5739/-

Further the meter was showing some technical error.

It is worthwhile to mention that my husband and I are senior citizens (66 years old) and are living alone in our above said house. All our children are settled abroad. We are not allowed to move out and are subject to remain inside due to Corona Virus pandemic. I have rang up number of times at the office of SDO Electricity Department, Industrial Area 1, Chandigarh but nobody attended our calls in these circumstances, we submitted a request to the Chairman, Consumer Grievance Redressal Forum, Chandigarh for seeking justice. The electricity meter was replaced by the Electricity Department. However, the Department has now issued Bill No. 020233 dated 20.09.2020 for Rs 13429/- (copy enclosed) which is more than the previous bill instead of redressing our grievance, the Electricity Department Chandigarh has rubbed salt to the wounds. Our complaint made to the CGRF has been not been addressed so far.

It is therefore requested to kindly look into the matter and arrange to issue amended bill based on our actual consumption.



(B) **Submissions by the Respondents :**

Executive Engineer Electricity "OP" Division No-2, Chandigarh, on behalf of Superintending Engineer/Electricity Department, has submitted as under :-

In this connection, S.D.O. in-charge of Electricity Operation S/Div No. 5, UT Chandigarh has reported that the grievance filed by the applicant has been redressed by his office. In compliance to Point No. (3) of Admission Notice issued by the Hon'ble Electricity Ombudsman, SDO has contacted the applicant i.e. Smt. Raj Kumari on telephone on dated 09.11.2020 and she has visited his office on dated 10.11.2020 and matter / grievance has been discussed in detail and same is set right by his office. Excess amount of Rs 4681/- has been refunded vide S.L. No. 6/24 dated 11.11.2020 which will be reflected in the next billing cycle.

The applicant has also submitted letter to subdivision office (addressed to Hon'ble Ombudsman) to withdraw the case. Copy of the request submitted by applicant is attached herewith. Hence, the appeal in question is liable to be dismissed.

To

The Electricity Ombudsman for JERC,
Gurugram-1220165 (Haryana),
Email ID:-ombudsmanjerc@gmail.com

Subject:-Representation/Appeal against the orders issued by Chairman CGRF, Chandigarh.

Sir,

Please refer to my application dated 30.09.2020 on the subject noted above.

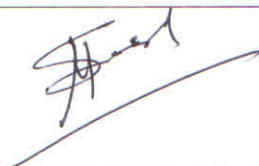
The matter has been discussed with the concerned officials of Department of Electricity, UT Chandigarh. The grievance has been redressed and the excess amount paid / charged by Electricity Department, UT Chandigarh would be adjusted in the next bill to be issued in the month of January, 2021. Now, we have no grievance for the present. As such we want to withdraw the case.

Yours faithfully,
Sd/-

(Raj Kumari)

802, DC & GBS Coop. Housing Society,
Sector 48-A, Chandigarh.
Mobile-8146231155

Dated-10.11.2020



(C) **CGRF Chandigarh ,Order in C.C. No.-B-122/2020 dated -11.09.2020. , preferred for Appeal:**

“ Ms. Raj Kumari, House No. 802, DC & GBS Coop. Housing Society, Sector 48-A, Chandigarh, vide her email dated 30.07.2020 has filed a complaint as under:-

- (i) That he is the owner of the above said premises. He received a electricity bill no. 091898 dated 18.07.2020 for Rs. 18570/- which is almost 4 times of the amount. He usually pay for the electricity usage. The details of previous payments are as follows:

<u>Date</u>	<u>Amount in Rupees</u>
25.09.2018	5423/-
27.11.2018	5619/-
28.01.2019	5787/-
26.03.2019	5824/-
27.05.2019	5777/-
19.07.2019	5428/-
24.09.2019	5429/-
10.12.2019	4614/-
28.01.2020	4627/-
28.04.2020	5739/-

- (ii) That by noting down the current meter reading i.e. 93889. That their meter is facing some sort of technical error. This technical error may affect the future billing cycles as well.
- (iii) That her husband and she is senior citizens (66 years old) and are living alone in their above said house. All their children are settled abroad. They are not allowed to move out and subject to remain inside due to Corona Virus pandemic. She had rang up number of times at the office of SDO, Electricity Department Sector 20, Chandigarh but nobody attended their calls.
- (iv) She requested to arrange to check the previous records of the bills and hence rectify the technical fault in the meter as well as the bill because they are retired government employees and are not financially stable enough to pay such a hefty amount.
1. Comment/reply was called from CED who vide their memo no. 3031 dated 18.08.2020 has filed their reply that electricity connection bearing A/c No. 205/4847/080201Q is running in the name of Smt. Raj Kumari, House No. 802, DC & GBS Co-Op Housing Society, Sector 48-A, Chandigarh under DS category with sanctioned load 4.40 KW. The electricity bill for the period 17.02.2020 to



17.06.2020 is issued on average being D Code basis amounting to Rs. 17.02.2020 to 17.06.2020 is issued on average being D Code basis amounting to Rs. 12663/-. Their office has issued SJO No. 36/11 dated 14.08.2020 to check the working of energy meter, JE in-charge reported on dated 17.08.2020 that energy meter in question is found dead stop and replaced vide MCO No. 49/173 dated 17.08.2020 hence, the consumer account will be overhauled as per Supply Code 2018.

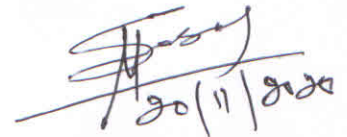
2. The hearing in the case was fixed for 09.09.2020. Mrs. Raj Kumari was present herself and requested to rectify her bill and for change of defective meter. CED agreed that the bill of amount Rs. 18570/- raised for the consumption recorded during 02/20 to 08/20 is wrong and assured to reschedule and amend the same. The new corrected bill will be issued within a week by CED. The complainant also agreed with this.
3. The complaint stands resolved so the case is closed. ”

(D) ANALYSIS AND DECISION

- (i) I have perused the documents on record and pleadings of the parties. Both the parties have mutually agreed to reconcile the issue and Appellant has confirmed that her grievance has been redressed by the Electricity Department. Accordingly the appeal of the Appellant is dismissed as withdrawn. However the order passed by Hon'ble CGRF Chandigarh, dated - 11/09/2020 in CC No-B-122/2020 is set aside.
- (ii) The Electricity Department/Licensee is directed to adhere to their mutual reconciliation as stated above.
- (iii) In case, the Appellant or the Respondents are not satisfied with the above decision, they are at liberty to seek appropriate remedy against this order from the appropriate bodies in accordance with Regulation 37(7) of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.
- (iv) The Electricity Department/Licensee should submit a compliance report to the office of Ombudsman on the action taken in this regard within 15 days of the issuance of this Order.
- (v) Non-compliance of the orders of the Ombudsman by the Electricity Department/Licensee shall be deemed to be a violation of Regulations and shall be liable for appropriate action by the Commission under the provisions of the Electricity Act, 2003.



(vi) The appeal is disposed of accordingly.



Handwritten signature of M.P. Singh Wasal, dated 20/11/2020.

(M.P. Singh Wasal)
Electricity Ombudsman
For Goa & UTs (except Delhi)

Dated 20.11.2020