



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: 1/93/2016- EO/

Dated: 07.03.2017

Appeal No. 83/2016

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 Col. Balwinder Singh, House No.208, Sector - 9 'C', Chandigarh regarding billing dispute.

**Col. Balwinder Singh,
House No.208, Sector -- 9 'C',
CHANDIGARH**

Appellant

V/s

**The Superintending Engineer,
Electricity Department,
Electricity Operation Circle,
5th Floor, Room No. 511,
Deluxe Building, UT Secretariat,
Sector -9D,
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:

**Col. Balwinder Singh,
House No.208, Sector – 9 'C',
CHANDIGARH**

WY

On behalf of the Respondent:

1. **Shri Pawan Sharma,**
Executive Engineer,
Electricity Department,
Electricity Operation Division No. 4,
Sector-18,
CHANDIGARH.

2. **Shri Satish Kumar,**
R.A,
Office of S.D.O.,
Electricity Department,
Electricity Operation Division No. 2,
CHANDIGARH.

Dated: 07.03.2017

ORDER/ RECOMMENDATION

The Appeal/ Representation cited above received in the Office of Electricity Ombudsman for the State of Goa and UTs was admitted on 24.11.2016. 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 15.12.2016 with a copy to the Appellant. The point wise reply of the Respondents has been received in the Office of Ombudsman on 20.12.2016.

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 :

- CGRF, Chandigarh Order dated 26.10.2016 may be set aside.
- The connection be not disconnected till the final Orders.
- Late payment surcharge be not levied for the disputed bill.



Pleadings by the Parties

The Appellant :

- The Appellant re-iterated the points as already submitted in his written application.
- It was explained that the consumer received an inflated bill No. 33373 dated 11.12.2014 showing a consumption of 31,320 units of electricity against his domestic connection during a billing cycle of two months i.e. from 10.08.2014 to 10.10.2014, which is wrong and inflated.

The Respondent:

- The Respondent re-iterated the points as already submitted in his written submission.
- It was explained that a check meter was installed outside the premises of the Appellant on dated 03.01.2015 for checking the meter in question of the Appellant for creating billing dispute for the period 10.08.2014 to 10.10.2014, vide consumer's request dated 29.12.2014.
- Reading of both the meters was checked from 06.01.2015 to 21.01.2015 and the results were found within limits.

Brief facts of the case

- Instead of correcting the bill, the Licensee has diverted the issue to the Meter testing.
- On going through the consumption pattern submitted by the Licensee, it has been observed that :-

a.	From 10.04.2014 to 10.06.2014	Units consumed shown are 5280 units	Reading taken on average
b.	From 16.06.2014 to 10.08.2014	Units consumed shown are 16560 units	Licensee admits mistake for wrong issue.
c.	From 10.08.2014 to 10.10.2014	Units consumed shown are 31320 units	Perhaps because of accumulation due to above 4 months (04/2014 to 08/2014) wrong issue of bills.

- The consumer is unnecessarily made to pay for 31320 units for two months, thereby making the consumer pay higher slab rates of tariff.

WM

ORDER

The Licensee is ordered as below:-

- The nos. of units from 10.04.2014 to 10.10.2014 be averaged. Consumer's account be overhauled and the consumer should get the benefit of lower slab rates for the period 10.08.2014 to 10.10.2014.
- The surcharge be waived off on the disputed bill, while overhauling the account of the consumer.
- The consumer be allowed to make the payment in next two billing cycles
- The Departmental action should be initiated against the Meter Reader for lapses on his part, while conveying the meter readings.



(R. K. Kaul)

Electricity Ombudsman

1. **Col. Balwinder Singh**, House No.208, Sector – 9 'C', 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.

