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E.Mail : cgrfnsk@rediffmail.com

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3 1/2 dk; bkjh vfHk; rk]  
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l knj dsys rsepkdMs Øekd 12 vluo; sfn- 26@02@2018 jksth ukno.; kr vkys

epkP; k fn- 01@03@2018 jkst hP; k cBdhr gs i dJ. k l pko. khl ?ks ; kpk fu. k? ?ks ; kr vkyk- xklgk. ks vt kph l pko. kh epkP; k dk; k?y; kr fn- 02@04@2018 jkst h nq 2-00 okt rk fuf' pr dj. ; kr vkyh- ; k l c/khph l puk rØkjnkj xkgd o forj. k dā uhrP; k l c/f/kr vf/kdkl; kauk fn- 01@03@2018 jkst hP; k i=kUo; sns ; kr vkyh- ; kp i=kl ker rØkj vt kph ir ukMy vf/kdkjh] eMG dk; k?y; ] vgenuxj ; kauk nou rØkj vt klud kj eđ fugk; vfHki k; 15 fnol kr epkdMsl knj dj. ; kckcr o R; kph ir xkgdkyk i kgkpfö. ; kckcr l fipr dj. ; kr vkys

l pko. khl fo| r forj. k dā uhrQ? dk; bdkjh vfHk; rk Jh- 'kjin fdl u cM] mPpLrj fyihd Jh- enkj , l - 'kplj] gs rj xkgd Lor% o R; kps i frfu/kh Jh- vfuy uknkMs gs mi fLFkr gkr's

**xkgdkph ckt**

vkEgkyk oht t kM. kh fnY; ki kl u e-jk-fo-fo-da e; k? dM u Tariff 37 Category LT-V ud kj oht ns d vkdkj. kh dsh vl u] vkEgh rh fu; fer Hkjr gkr's i jarq mi foHkkx ckHGš oj ; kauh fn- 09@10@2017 P; k i=kud kj vpkud oht okf. kT; Js khi æk. ks Qjd vkdk#u #- 3]57]810@ #i ; kps fot ns d fnys o R; kP; k fn- 25@10@2017 P; k i=kud kj #- 3]57]810@ jDde Fkdckdh dGfoyh- okLrfod vkEgh Fkdckdhkj ul u vkEgkyk Fkdckdhkj dsys R; kud kj vkEgh R; kauk vkeP; k 30@10@17 P; k i=kud kj dGfoys i jarq R; kauh fn- 15@10@2017 jkst h dk; k?y; hu dkedkt kurj vkEgh dks khgh mi fLFkr ul rkauk oht feVj [kksy u sys o fo| r ijoBk [kMhr dsk- vkepk i v/kyi ä vR; ko' ; d l oe/; s ; rks o rFksTokyKxgh i nkFkZvl rkr o R; kph dkGth ?ks ks t k[ kehpsvl rs fot ijoBk [kMhr dš; keGs i ä koj v'kkj gko u /kkdknk; d okrköj. kkl i kkd i fjfLFkrh r; kj >kyh- [kMhr fot ijoB; keGs vkeps vkfFkd upl ku >kys vkgs i v/ky o fM>sy ns ks vMp. khps Bjys vkEgkyk tujv/ j o bu0gVj ph 0; oLFkk d#u i ä pkyq djkok ykxyk vkgs vkfFkd >G l kd u vkEgkyk dkexkjauk i xkj |kok ykxr vkgs o i ä v[ kM u pkyY; keGs vkeP; k fodhr ?kV >kys vkgs] R; keGs rkMk gkr vkgs f'kok; vkEgkyk tujv/ j l kBh fM>sy [kpl ok<yk vkgs g; k l okGs vkEgkyk njjst #- 10]000@& brdk rkMk gkr vkgs l njpk rkMk vkEgkyk e-jk-fo-fo-da e; k? dM u t ki ; r oht t kM. kh gkr ukgh rki ; r frrD; k fnol kps i fr fnol #- 10000@& i æk. ks vkfFkd upl ku Hkji kbz |koh- e-jk-fo-fo-da ; kauh vkEgkyk vkeP; k 30@11@2017 P; k i=kud kj QDr oht t kM. kh fnukadki kl u ps Qjd kps detailed calculation Sheet Monthwise i kBfoys okLrfod vkEgh R; kauk vkeP; k i=k0nkjs dGfoys dh l nj fot ns d vkdkj. khph pld gh e-jk-fo-fo-da ph vl u R; kP; k xyFkku dkj Hkkjkpk HkqM vkEgh dk l nu djkok o Fkdckdh nk[ kfoysyh jDde #- 3]57]810@& vkEgkyk vekU; vkgs

xt-xk-fu-d- vgenuxj dk; kzy; kus fn- 06@12@2017 o 10@01@2018 ps  
i=kuq kj fn- 10@01@2018 o 24@01@2018 jksth l pko.khl gtj jkg.; kckcr  
dGfoysgkr} ijarqvkEgh R; kau l pko.khl gtj jkgq' kdyks ukgh dkj.k vkEgkyk  
R; kaps i=p iklr >kys ukgh vl R; kau vkEgh 02@02@2018 P; k vkeP; k i=kuq kj  
dGfoysgkrs R; kP; k dk; kzy; hu xyFkku dkjHkkjkeGs R; kauh rsi = l pko.khP; k  
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ukMy vf/kdkjh ] egkforj.k vgenuxj ; kauh vkEgkyk fn- 02@02@2018 P; k  
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dkghgh ekfgrh u0grh o , drQhz fu.kz fnyk dh] R; kph dk; bkgh ; kX; vkgs  
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oht fcy gs Qk&kl g o nj efgU; kyk feGkos

### **forj.k dāuhph ckt**

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vkgs

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*^ egkforj.kus dsyŸh dk; bkgh ; kŸ; vl p xtgdkl nskr vkyŸ; k oht fcy ns dkph l iwkl rif kyokj ekfgrh nskr ; koh \*\**

**Observations by the Forum:**

1. From the documents and the records submitted to the Forum it is revealed that the complainant was wrongly applied industrial LT-V tariff since date of connection though the application was for commercial purpose (Petrol Pump) .
2. The error was detected during the visit of the flying squad of the Distribution Company on 02/09/2017. Based on this the Distribution Company changed the tariff category from LT-V (Industrial) to LT-II (Commercial) and raised the supplementary bill dated 09/10/2017 from the date of connection i.e. 12/07/2011.
3. The arrears are demanded on the basis of tariff category difference and not under section 126 as alleged by the complainant.
4. In this case, the supplementary bill of a big amount has been suddenly raised after a period of about six and three months due to mistake on the part of the Distribution Company. The complainant had asked for connection for petrol pump commercial category only and the Distribution Company also sanctioned accordingly. But the consumer category was shown as industrial by mistake while feeding the data in the computer by the staff of the Distribution Company . The complainant was therefore getting the bills with LT-V (Industrial) and paying them .
5. Now after detecting the mistake , the Distribution Company has corrected the tariff category. There is no dispute about correcting the tariff after the error is noticed. Only question is about the period of the past arrears raised .Is the Distribution Company entitled to recover arrears for any unlimited period ? The answer is not affirmative.
6. It has been held by this Electricity Ombudsman, in several other cases , that past arrears for a period of more than two (2) years, preceding the date of demand / supplementary bill, are not recoverable, in terms of section 56 (1) and 56(2) of the Electricity Act, 2003.
7. Hence the Distribution Company is not entitled to recover the difference of amount between the charges of electricity supplied and the amounts paid by the complainant during the period of more than two years, preceding the impugned supplementary bill dated 09/10/2017. The complainant is liable to pay the difference amount between the charges of electricity supplied and the amounts paid

by him during the period of 2 years from 02/09/2015 to 02/09/2017 only. The Distribution Company is therefore directed to revise the said supplementary bill accordingly.

8. For recovery of the remaining charges of electricity supplied prior to 02/09/2015 , the Distribution Company may, if it so desires, seek remedy by way of civil suit before appropriate court of law.
9. Dist. Co has followed the disconnection process by issuing disconnection notice well before as per the provisions of 56(1).

After considering the representation submitted by the consumer, comments and arguments by the Distribution Company, all other records available, the grievance is decided with the observations and directions as elaborated in the preceding paragraphs and the following order is passed by the Forum for implementation:

**epkps I nL; g; kps Eg.k. ks %**

es I kbZ dkojh i V/kfy; e rk- jkgrk- ft- vgenuxj gs egkj k<sup>V</sup>a jkT; fon; r forj.k da e; kZps vksj kfxd xtgd vl u R; kauk 12-07-2011 ; k fno' kh vksj kfxd duD' ku ns ; kr vkys o i kj Hkki kl u R; kauk bMLVh; y VVj Qi æk. ks oht vkdkj .kh gkr vl s I IVc; 2017 P; k fcykr vpkud ekxhy 5 o'k'6 efgus ps i pkuZyd' kh Qjdkus def' kZ; y VsjQ vkdkj.; kr ; ou ckdh Qcpkjh 2012 rs vkkLV 2017 , dnj Fkdckdh Eg.ku #- 357810& ps fcy vkdkj.; kr vkys

**fu.kZ**

- 1- es I kbZ dkojh i V/kfy; e ; kauk oht forj.k i jokuk/kkj d , e-, I -bZMh-I h-, y- uxj ; kauh fn- 09@10@2017 P; k i=kuq kj njl dr vksj kfxd i oxkhu def' kZy i oxl i pkuZy {kh i Hkkokus Qcpkjh 2012 rs vkkLV 2017 ; k dkGkdjrk ykxq dsk o VsjQ Qjdkps ol yh fcy #- 357810& ns dsys rsjnn-dj.; kr ; r vkgs es I kbZ dkojh i V/kfy; e ; kauk I q'kkjhr def' kZy nj fn- 09@10@2017 ykxq dj.; kr ; kok- rl p i pkuZy {kh i Hkkokus xtgdkl cdk; nf' kj Qjd fcy nou R; kpk fot i j oBk cdk; nf' kji .ksfn- 15@11@2017 jksth cn dsk rks i pbr pkyq dj.; kr ; kok-
- 2- forj.k da uhus fot i j oBk [kMhr dj.; kl kBph ifdz k dk; nf' kj dsys h vl u R; kckr xtgdkus dsys kh upl ku Hki i kbph ekx. kh jnn-dj.; kr ; r vkgs
- 3- egkj k<sup>V</sup>a fo|r fu; ked vk; ksx ¼ xtgd xklgk.ks fuokj.k ep o fo|r ykdi ky ¼ fofu; e 2006 e/khy fu; e Ø- 6-12 uq kj ukMy vf/kdkjh ; kauh ; k vks' kkP; k i rhp o vks' kkrhy n[ ky i k= fu'd'k' k; kojhy dkjokb'pk vgoky epkdMs 1 efgU; kP; k vkr I knj djkok-
- 4- funf' kr dkyko/khr forj.k da uhus ; k vks' kkph veyct ko. kh u dY; kl e-fo-fu-vk- ¼ xtgd xklgk.ks fuokj.k ep o fo|r ykdi ky ¼ fofu; e 2006 e/khy fu; e Ø- 22 vll; s r Økjnkj egkj k<sup>V</sup>a fo|r fu; ked vk; ksxdMs nkn ekxw' kdrkr-

5- ; k fu.k; k fo#/n rØkjkj ; kuk vihy djko; kps vl Y; kl ]  
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- 2- ed[ ; vfHk; ark] e-jk-fo-fo-da½e; kZ½i fjeMG dk; kȳ; ] ukf' kdjkM 422101  
½t ul i dz vf/kdkjh ; kps djhrk½
- 3- vf/k{kdk vfHk; ark] e-jk-fo-fo-da½e; kZ½ eMy dk; kȳ; ] vgenuxj

