

**OFFICE OF
THE ELECTRICITY OMBUDSMAN
ASSAM ELECTRICITY REGULATORY COMMISSION**

FILE NO. EOM. 42/2020

Name of Petitioner: Shri Hem Chandra Borah,
s/o Late Dandidhar Borah,
H. No.: 12, Jyoti Path,
North Jyoti Nagar, Bamunimaidan,
Guwahati - 781021

ORDER SHEET

15.12.2020

The grievance of the petitioner here is against the electricity bill dated 13.03.2019 amounting to Rs. 41,666.00 (Rupees forty one thousand six hundred sixty six only) raised by Chandmari Electrical Sub-Division for the period from 01.02.2019 to 01.03.2019. In his petition dated 15.05.2019 submitted to the AGM, Guwahati Electrical Division it was stated that his usual monthly bill amount in the past one year ranged from Rs. 1400.00 to Rs. 2550.00.

On perusal of the petition filed by the petitioner on 21.10.2020 in this office along with all the enclosures, it is seen that the petitioner was originally under the jurisdiction of Narengi Electrical Sub Division and the meter reading of his electrical meter was done under that Sub-division upto 01.02.2019. The last meter reading taken on 01.02.2019 under Narengi ESD showed energy consumption as 21941 kWh. The petitioner later having come under the jurisdiction of Chandmari Electrical Sub Division from the month of February, 2019 the meter reading taken under Chandmari ESD on 01.03.2019 stood at 27115 kWh . Thus, the difference of reading being 5174 kWh for the period from 01.02.2019 to 01.03.2019 electricity bill raised by Chandmari Electrical Sub Division on 13.03.2019 amounted to Rs. 41,666.00. Because of the petitioner's complaint against the aforesaid bill amount his digital meter Sl. No. 12050516 was tested twice on 25.04.2019 and 24.10.2019 by the T&C wing. As the meter tested OK with the reading shown as 27115 kWh on 01.03.2019 the bill amount was considered valid and payable by the petitioner and prayer for reviewing of the matter was therefore not considered.

Now having gone through the submission of the petitioner and despite the discrepancies pointed out by him in the readings in three particular months in as much as they appear in the readings as per the meter reader and the readings as indicated in the bills the impression generated in the mind is that the incorrect meter reading during the period under consideration may not have been all due to some human error. It is therefore directed that the concerned APDCL authority will enquire into the matter to fix responsibility on the erring employee for willful action if that is case so that the message goes loud and clear that due care must be taken by all the officials concerned in taking meter reading and preparation of bills to avoid stringent disciplinary action for failure to do so in the matter. Action taken by the APDCL authority concerned as per this order must be intimated to this end within two months. As no reasons are found to interfere with the Judgment and Order dated 26.02.2020 of CGRF, Guwahati Zone, the revised amount of Rs. 39,362.00 if calculated

on pro-rata basis as per the relevant tariff as in force from time to time during the period in compliance with the aforesaid Judgment and Order the same is considered valid. But if the calculation is done otherwise correction as needed will be done urgently and the petitioner will be informed accordingly at the earliest possible time not exceeding 15 days from the date of receipt of this order. Instalment payment of the revised amount having been allowed and the monthly instalment amount worked out for a period of two years although found in order considering the present age of the Petitioner and his current financial position as narrated by him in person, it is ordered that the instalment payment period be spread over a period of 4(four) years as against 2 (two) years already done. Payment of the current bill amount if tendered by the Petitioner before completion of the above exercise as per this order shall however be accepted by the concerned authority. In line with the CGRF Order no subcharge should be levied on this amount. Here it is made clear that failure on the part of the petitioner to pay instalment amount along with the current bill amount on or before the due date as per the electricity bills so prepared month wise will attract surcharge as applicable.

The petition is disposed off accordingly.

Sd/-

Electricity Ombudsman