

GOVERNMENT OF JAMMU & KASHMIR
DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION
BARAMULLA/BANDIPORA

Coram: -

1. Peerzada Qousar Hussain

..... President

2. Ms Nyla Yaseen

..... Member

Consumer Complainant No: 63/2024

**Nisar Ahmad Lone S/O Late Mohd Akber Lone
Dangiwacha, Rafiabad, Baramulla.**



Versus

1. Assistant Executive Engineer KPDCL.

2. Sub Division Watergam, Rafiabad, Baramulla.

..... (Opposite parties)

Date of Institution: 06-09-2024

Date of Decision: 30-07-2025

Appearing Counsel

Adv. Sheikh Irshad Rashid for the complainant.

Nemo for the O P's.

Judgement

The complaint in hand has been filed by the complainant on **06-09-2024** alleging therein deficiency in service on the part of OP's with prayer to grant the following relief: -

1. Direction to the OP's to restore the electricity of the complainant.
2. Direction to the OP's to cancel the false bill issued and direction to pay an amount of **Rs.1,00,000/-** as compensation for putting the complainant into mental agony.
3. Direction to OP's to pay an amount of **Rs.1,00,000/-** for unfair trade practice.
4. Direction to the OP's to pay an amount of **Rs.50,000/-** as litigation charges.

Brief Facts: -

The complainant is a resident of Dangiwachha Baramulla and is registered with the OP's department under Registration No **0212050010785**. The contention of the complainant is that on **20-02-2018** he received one electricity bill to the tune of **Rs.23,964/-** however he had already deposited an amount of **Rs.10,000/-** on account of the electricity fee as against **Rs.23,964/-**. The contention of the complainant is further that as per the agreement he is supposed to deposit only **Rs.357/-** on account of electricity fee. The complainant on the other hand received one another bill from the OP's which shows balance of **Rs.1,30,373/-** and the monthly electricity fee was shown as **Rs.2,080/-** which is false and fake. Consequently, the complainant approached the OP's with the request to correct the electricity bill however instead of correcting the bill, the OP's without any justification disconnected the electricity of the complainant. Complainants contention is further that the OP's have issued two bills under consumer ID No's **0212060010221** and **0212060010864** for the same residential house.

Notice were issued to the other side. Although the concerned officer appeared on behalf of the OP's department before the commission however no written version was filed before this commission.

The complainant submitted evidence affidavit of 2 witnesses namely Javid Mohd Maqsoodi S/O Ghulam Ahmad Maqsoodi R/O Rafiabab, Baramulla and Nisar Ahmad Lone S/O Late Mohd Akber Lone R/O Rafiabab, Baramulla the complainant as witness in his own case.

The witness namely Javid Mohd Maqsoodi S/O Ghulam Ahmad Maqsoodi R/O Rafiabab, Baramulla on affidavit stated that the complainant is his neighbor who belongs to very poor family and is working as a laborer. He has no source of income. He is registered with the OP's department under consumer No **0212050010785** for which he is regularly paying his electricity charges. The complainant received a bill from the OP's to the tune of **Rs.23,964/-** although the complainant had already deposited **Rs.10,000/-** through the J&K Bank as against the outstanding bill of **Rs.23,964/-**. The complainant was supposed to pay **Rs.357/-** as per the agreement. The complainant has been issued another bill on **01-07-2023** and the balance amount on account of

electricity charges was shown as **Rs.1,30,373/-** and the monthly electricity charges was shown as **Rs.2080/-** which is false and fake. The complainant approached the opposite party with request to correct the bill but no response was given to his requests which constrained the complainant to approach this commission for restoration of electricity and correction of electric bills. The complainant has received false bills from the OP's under two different Id's.

The complainant as witness in his own case on affidavit stated that he is a resident of Dangiwachha Baramulla and is a labor without any source of income. He is registered with the OP's department under consumer No **0212050010785** for which he has been regularly paying the electricity charges. In the meanwhile, he received a bill from the OP's to the tune of **Rs.23,964/-** although the complainant had already deposited **Rs.10,000/-** through the J&K Bank as against the outstanding bill of **Rs.23,964/-**. The complainant was supposed to pay monthly **Rs.357/-** as per the agreement. However, he has been issued another bill on **01-07-2023** and the balance amount on account of electricity charges was shown as **Rs.1,30,373/-**. The monthly electricity charges have been shown as **Rs.2080/-** which is false and fake. The complainant approached the opposite parties with request to correct the bill but no response was given to his requests which constrained the complainant to approach this commission for restoration of electricity and correction of electric bills. The complainant has received false bills from the OP's under two different Id's.

Heard the complainant perused the records as well as the written arguments submitted by the complainants' counsel and I am of the considered view that the complainant is a resident of Dangiwachha Baramulla who is registered with the OP's department and had deposited an amount of **Rs.10,000/-** against the balance amount of electricity bill. In the meanwhile, another bill for an amount of **Rs.1,30,373/-** was issued in his name bearing a separate Consumer Id No viz **0212060010785**. Furthermore, the complainant received two more bills having separate Id Consumer No's which were issued by the OP's in his name for the same residence. Consequent upon which, the complainant approached the OP's with a written application requesting therein that he is registered with the department under consumer Id No **10785**. As such he accordingly requested for cancellation of the other two bills which fact stands substantiated by the report given by the concerned officers/officials

on the application of the complainant for cancellation of the other two frivolous bills issued in the name of the complainant and also the statement given by the concerned officer of the OP's department during the proceedings.

Since the report given by the officials /officers of the OP's department with regard to the issuance of 3 bills in the same person's name substantiates that the complainant is registered under Consumer Id No 10785 with the department and the other two bills have been erroneously generated in his name which is gross negligence on the part of the OP's.

In view of the aforesaid facts, I hold the opposite parties responsible for their negligence and deficiency in service and pass the following orders: -

1.The OP's are directed to maintain the proper record of consumer billing and cancel the other erroneous bills issued in favor of the complainant.

2.The OP's are further directed to pay an amount of Rs.20,000/- to the complainant as compensation for putting him into mental agony.

3.The OP's are further directed to pay an amount of Rs.10,000/- to the complainant as litigation charges.

4.The OP's are further directed to ensure that no false or double bill is issued in the name of any consumer in future.

The opposite party shall comply with the order within a period of 4 weeks from the date copy of this order is served upon them.

Order announced

Date: 30-07-2025

Nyla
30/07/25
Nyla Yaseen
Member
District Consumer Disputes
Redressal Commission
Baramulla

I agree.

Peerzada
30/07/25
Peerzada Qousar Hussain
President
District Consumer Disputes
Redressal Commission
Baramulla

Copies of this Order be provided to the parties for compliance and file be consigned to records after due completion.