

IN THE HIGH COURT OF JUDICATURE AT PATNA
Civil Writ Jurisdiction Case No.16452 of 2025

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Mahila Shikshan Kendra a unit of MASHAL Non-Government Organization having office at Maria Ashram, Sheikhpura, Bihar 811105 through its Director Sister Mary Udaya, Female aged about 65 years, Daughter of P I Kochuvara, Resident of Sisters of Notre Dame, Patliputra, P.O.- Patliputra, P.S.- Patliputra, District- Patna, Bihar- 800013.

... .. Petitioner/s

Versus

1. The State of Bihar through the Principal Secretary, Energy Department, Government of Bihar, Patna.
2. The Chairman-cum-Managing Director, Bihar State Power Holding Company Ltd.
3. South Bihar Power District Company Ltd., through its Managing Director, Bihar.
4. The Chief Engineer, South Bihar Power Distribution Company Ltd., Bihar.
5. The Electrical Executive, South Bihar Power Distribution Company Ltd., Sheikhpura, Bihar.

... .. Respondent/s

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Appearance :

For the Petitioner/s : Mr.Apurv Harsh, Advocate
Mr. Pranshu Prakash , Advocate
Mr. Manu Triporari, Advocate
Mr. Raghu Raj Pratap, Advocate
Ms. Jaya Singh, Advocate

For the Respondent/s : Mr.Government Pleader (3)

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CORAM: HONOURABLE MR. JUSTICE ANIL KUMAR SINHA
ORAL ORDER

- 2 27-11-2025 1. Heard the parties.
2. The petitioner is a consumer of electricity supply by the licensee - respondent no. 2. There was dispute regarding electricity consumption and the grievance of the petitioner is



that unrealistic electricity uses of 38,911 units for the month of May, 2021 to October, 2021 during COVID-19 period was shown and a bill for the aforesaid unit consumption was served upon the petitioner. A bill Rs. 4 Lakh and odd amount was served upon the petitioner. The inflated bill and consumption was challenged by the petitioner before the Consumer Grievance Redressal Forum, Electricity Supply Zone, Jamui which according to the petitioner did not consider the grievance of the petitioner in proper perspective and dismissed the complaint in a perfunctory manner.

3. Learned counsel for the SBPDCL submits that as per Section 42 (6) of the Electricity Act, 2003 the petitioner can raise his grievance before the appellate authority who is Ombudsman appointed by the State Commission. The petitioner may be directed to file an appeal before the Ombudsman in accordance with law.

4. Considering the nature of grievance and the fact that petitioner without approaching the appellate authority has filed the present writ application being aggrieved by the order of the CGRF, Electricity Supply Zone, Jamui, the present writ application is disposed with liberty to the petitioner to file appropriate appeal before the Ombudsman in accordance with



law within a period of two weeks from today. If such an appeal is filed, the Ombudsman shall be obliged to dispose the same in accordance with law by a reasoned order within a period of two months thereafter.

(Anil Kumar Sinha, J)

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