

Office of Electricity Ombudsman

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act, 2003)

B-53, Paschimi Marg, Vasant Vihar, New Delhi – 110 057

(Phone No.: 32506011 Fax No. 26141205)

Appeal No. F. ELECT/Ombudsman/2007/164

Appeal against Order dated 23.03.2007 passed by CGRF – BYPL on Case No. 62/02/07 (K.No. 1260 Z009 3343))

In the matter of:

Shri Satyapal Singh - **Appellant**

Versus

M/s BSES Yamuna Power Ltd. - **Respondent**

Present:-

Appellant Shri Satyapal Singh attended alongwith his relative
Shri Yatindra Singh

Respondent Shri Dilip Aggarwal, Commercial Officer
Shri Ravinder Singh Bisht, Asstt. Grade-III
Shri Rajeev Ranjan, Asstt. Manager (Legal) on behalf of BYPL

Date of Hearing: 14.06.2007

Date of Order : 21.06.2007

ORDER NO. OMBUDSMAN/2007/164

The appellant filed this appeal against CGRF-BYPL order dated 23.3.07. In the appeal it is stated that CGRF has not considered the request for removal of extra amount of Rs.14571/- added in the bill, as such CGRF order needs to be quashed.

Records show that the appellant had a temporary electric connection under "As is where is basis" since 1998. On 14.6.05 respondent sent an electricity bill amounting to Rs.50505.90/- to the appellant. On her representation, the Discom officials (district Nand Nagri) reduced the bill amount to Rs.31413/- after deleting the LPSC charges and asked her to pay the reduced amount in 15 installments. These were paid regularly by the appellant.

After payment of installments, on her request, respondent installed the electric meter on 19.7.06. Meter based consumption bills were issued and paid upto December 2006. In January 2007 bill, extra amount of Rs.15371/- was added in the bill and the bill amount continued to increase in subsequent months. In her complaint before CGRF it was requested that since LPSC charges were deleted from the bill the same should not have been added in the January 2007 bill and onwards.

The case was fixed for hearing on 14.6.07. Shri Satyapal Singh, husband of appellant attended along with Shri Yatendra Singh his relative.

Shri Dilip Aggarwal, Commercial Officer, Shri Ravinder Singh Bisht, Asst. Grade-III and Shri Rajeev Ranjan, Asst. Manager (Legal), attended on behalf of Discom.

It was observed that under "As is where s category" the bill has been issued to the appellant upto June 2005. The meter was installed on 19.7.06 and thereafter reading based bills were issued. However, appellant is liable to pay on the basis of "As is where is category" upto the date when meter was installed i.e. 19.7.06. The CGRF order also states the same.

It appears that the appellant who is not well versed with English language has not understood the implications of the CGRF order.

During the hearing, the appellant was informed that no LPSC charges are added, but, he has to pay on the basis of flat rate upto 19.7.06 when the meter was installed and thereafter only reading based bills are payable.

The appellant was satisfied with the above. Respondent officials were directed to work out the amount payable by the appellant up to 19.7.06 by taking into consideration the payments already made by the appellant and submit the details on 15.6.07.

The calculations submitted by the Discom on 15.6.07 show that the net payable amount upto 26.05.2007 comes to Rs.1186.79p only, which the appellant is required to pay to the Discom.

अशा मेहरा
(Asha Mehra)
Ombudsman