

OFFICE OF THE 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

Ref: E.OBM/2004-05/Secy/18

Dated: 22nd June, 2005

Appeal No. F. ELECT/Ombudsman/2005-06/18

Appeal against order dated 7.4.2005 passed by CGRF – NDPL in
Complaint No: 0240/02/05/PPR.

In the matter of: M/s Vinod Prakash Gupta - Appellant

Versus

M/s North Delhi Power Ltd. - Respondent

Present:-

Appellant Shri Vinod Prakash Gupta

Respondent Shri Suraj Das Guru, Advocate of NDPL

Date of Hearing: 10.06.2005

Date of Order : 22.06.2005

ORDER NO. OMBUDSMAN/2005-06/18

The appellant filed this appeal dt.04.05.2005 against the orders of CGRF-NDPL who concluded that there is nothing wrong with the functioning of the meter and consumption recorded during the summer period is due to excess usage of electricity by the consumer. Therefore, no relief was accorded to the appellant.

The entire record of the case was called from CGRF-NDPL. On receipt of such information/clarifications, case was fixed for hearing on 10.06.2004.

During the hearing ,appellant, Sh. V.P.Gupta stated that,

- 1) Appellant, is a domestic consumer having two electric connections with K.No.34100122195 for Ground Floor and K.No. 3410022196 for First Floor at MP-56 Pitam Pura Delhi.
- 2) The existing electro-mechanical meters for above two connections were replaced with electronic meter on 14.10.2003.
- 3) Up to May'04 there was no dispute regarding consumption recorded by the meter for G.Floor (K.No.34100122195).
- 4) This electronic meter started recording high consumption for next three billing cycles from May'04 on wards when it recorded 1457,1728 and 1498 units for the period 15/04/04 to 17/06/04, 17/06/04 to 17/08/04 and 17/08/04 to 18/10/04 respectively, where as consumption for full year (preceding the disputed period) i.e. from 5/04/03 to 15/04/04 was 710,730,720,599,777 and 617 units for each billing cycle.
- 5) The matter was brought to the notice of NDPL who attended the complaint on 17/10/2004 by performing some checks and handed over a slip to my family. However meter started giving normal readings thereafter.
- 6) The bill for three billing cycles was not revised and the condition of the meter was stated to be OK. It is alleged that the visiting officials of NDPL instead of reporting the meter as 'Fast' readjusted the meter before performing the accuracy check. This is evident from the subsequent reading which declined drastically from 1498 to 476.

Appellant approached CGRF-NDPL who did not give any relief by concluding that there is nothing wrong in the working of the meter.

Respondent stated that their officials only checked the accuracy of the meter which was found working with in permissible limits. The higher consumption shown may be due to excess use of electricity during summer months.

As per appellant, the electronic meters for Ground Floor and First Floor were installed on 14.10.03. Both meters recorded normal consumption (undisputed) for 6 months. After 15.04.04, the meter for Ground Floor recorded high consumption for next 6 months i.e. up to Oct'04. It again

started recording normal consumption after some testing/checking was done by NDPL officials.


During hearing it was felt that if there had been some wiring problem (as has been observed in some cases of electronic meters) the meter would have started recording high consumption from the day of its installation. It is quite surprising that meter recorded normal consumption for first 6 months, again for next 6 months it recorded high consumption and thereafter it was again recording normal consumption till date. Meter test results show that meter is O.K.

The consumption pattern was analysed for the past two years w.e.f 5.04.03 to 14.04.05. It was observed that average consumption for 6 months period, April'03 to October'03 (covering summer season), was 360 units/ month and for the same season /period, April'04 to Oct'04, it has increased to 780 units/month. This increase in consumption is being disputed by the appellant.

It was agreed to observe the consumption recorded by the meter for current summer season for identical period 14.04.05 to 14.06.05. NDPL officials were directed to record the consumption for said period and inform the office of Ombudsman. NDPL officials informed vide their letter received in this office on 20.06.05 that consumption recorded for the period 14.04.05 to 14.06.05 was 1174 units. This confirms the increased consumption in summer season. Thus the contention of the appellant is not correct.

In view of above, it is concluded that the consumption recorded during summer period is due to the excess usage of electricity by the appellant. There is nothing wrong in the functioning of the meter, therefore, no relief can be accorded .

In view of the above, the appeal of the appellant is dismissed.


(Asha Mehra)
Ombudsman