

Office of Electricity Ombudsman

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

B-53, Pashimi Marg, Vasant Vihar, New Delhi- 110057

(Phone No. 32506011, Fax No. 26141205)

Appeal No. F.ELECT/Ombudsman/2007/195

Appeal against Order dated 30.03.2007 passed by CGRF -- BRPL in case no. CG/40/2007.

In the matter of:

Shri Vikrant Khanna - **Appellant**
(Shri Kulbhushan Bajaj)

Versus

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

Present :

Appellant : Shri Vikrant Khanna, son-in-law of the Appellant
was attended

Respondent : Shri Y.M. Saxena, Assistant General Manager
Shri Vinay Singh, Business Manager and
Shri Subramaniam Ramesh, Asstt. Manager, Janakpuri.

Date of Hearing: 15.11.2007, 22.11.2007

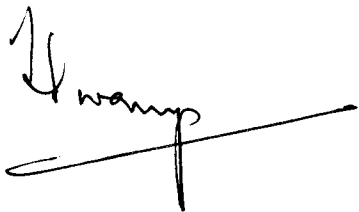
Date of Order : 28.11.2007

ORDER NO. OMBUDSMAN/2007/195

1. The Appellant has filed this appeal against the order of the CGRF-BRPL dated 30/3/07 in case no. CG/40/2007 as he could not get the relief sought.

2. The background of the case is that:-

- i) The Appellant is a resident of J-3/26, Rajouri Garden, New Delhi and has two electric connections one for the ground floor with K. No. 2610 H516 0040 and another for the first floor with K. No. 2610 H516 0328. The electro mechanical meters installed were replaced with electronic meters on 25.4.05. The Appellant lodged complaints regarding inflated readings being recorded by one of the electronic meters with the



Business Manager (Div.) Janak Puri on 25.11.06. The Business Manager replied to the Appellant vide letter dt. 13.12.06 that the problem appeared to be due to the internal wiring of the premises which should be got corrected through an electrician.

- ii) The Appellant filed a complaint before the CGRF-BRPL in January 2007. The Id. CGRF in its order dated 30.3.07 observed that there is no increase in consumption after installation of the electronic meter for K. No. 2610 H516 0328 installed on the first floor portion of the house and for K. No. 2610 H516 0040 installed on the ground floor portion of the premises, the average consumption with electro mechanical meter was 20 units per day whereas with the electronic meter the average consumption was 35 units per day. The Respondent stated before the CGRF that the meters were got tested on 14.2.07 and were found to be working within permissible limits of error. The CGRF ordered that the meters be got rechecked through ERDA and the bill be revised based on the meter test results.

Not satisfied with the orders of the CGRF Appellant has filed this appeal.

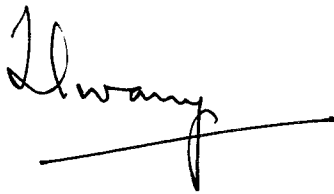
3. After scrutiny of the appeal, the records of the CGRF and further written submissions of both the parties, the case was fixed for hearing on 15.11.07.

On 15.11.07 Sh. Vikrant Khanna son-in-law of the Appellant is present. Respondent was present through Shri Y. M. Saxena, AGM, Shri Vinay Singh, Business Manager and and Shri Subramaniam Ramesh, Asstt. Manager, Janakpuri.

4. The Appellant stated that there is no increase in the connected load at his premises after change of meters to electronic meters. He further stated that he got the neutrals rectified in April 2007 after the order of the CGRF dt. 30.3.07, and now there is no problem of inflated consumption.

The Respondent stated that they would like to submit a statement showing the consumption pattern of the Appellant for the last 3 years to prove that even after rectification of neutrals by him there is no change in the consumption pattern. The case was fixed for further hearing on 22.11.07.

5. On 22.11.07 Appellant was not present but he sent a written submission stating that the neutral defect was got removed / rectified after the CGRF order dt. 30.3.07. Respondent was present through Shri Y.M. Saxena, AGM, Shri Vinay Singh, Business Manager and Shri Shri Subramaniam Ramesh, Asstt. Manager, Janakpuri.



6. The Respondent officials informed that the phase wire of the water pump motor was connected with one meter and the neutral wire with the second meter. As a result the consumption of the water pump motor was not being recorded in any of the two electro mechanical meters. This wrong connection however caused the consumption of water pump motor to be recorded in both the electronic meters. In support of their contention the Respondent officials produced a diagram of the wrong connections. After rectification of the fault, the consumption of the water pump motor is now being recorded by one meter only, resulting in the inflated readings to come down in the second meter. The Respondent officials further stated that such wrong connections were deliberately made to avoid recording of the consumption of part load when electro mechanical meters were in use. They pleaded that no relief be given to the Appellant as he has not been charged for the full load earlier, when the consumption of the water pump motor was not being recorded by the electro mechanical meters, due to wrong connections. They further stated that the past record of the consumer is not good as the Appellant was earlier booked in an FAE case. The Respondent officials were asked as to why the wrong neutral connection was not detected when the electronic meters were installed, as is required as per DERC Guidelines. The Respondent officials replied that in this case only the neutral of the water pump motor was common and it could not be observed as the pump motor was not in use when the meters were replaced, otherwise the EL indicator would have appeared.
7. A perusal of the consumption pattern of the Appellant reveals that the monthly average consumption is as under:-

- i) With electro mechanical meter with neutral defect
- ii) With electronic meter when neutral defect was there
- iii) With electronic meters when neutral defect was rectified.

i) Electro-Mechanical Meter with neutral defect

<u>Date</u>	<u>Reading</u>	<u>Consumption/Units</u>	<u>Days</u>	<u>Monthly Average Consumption</u>
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11.06.04 17041

15.10.04 20635 3594 126 856

ii) Electronic meter with neutral defect

<u>Date</u>	<u>Reading</u>	<u>Consumption/Units</u>	<u>Days</u>	<u>Monthly Average Consumption</u>
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24.06.05 2746

11.10.05 7804 5058 109 1392

iii) **Electronic meter after removal of neutral defect**

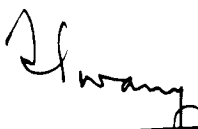
<u>Date</u>	<u>Reading</u>	<u>Consumption/Units</u>	<u>Days</u>	<u>Monthly Average Consumption</u>
04.06.07	25640			
05.10.07	29884	4244	123	1035

The consumption of the ground floor electro-mechanical meter should have been the same as that of the electronic meter after removal of the neutral defect. However the above consumption record shows that the consumption recorded by the electro mechanical meter was 17.3% less, than the electronic meter, after removal of neutral defect. It is also evident that the consumption recorded by the electronic meter with neutral defect, was 35.5% more than the consumption after removal of the neutral defect.

8. From the above analysis it is evident that the Appellant was charged 17.3% less than what he consumed for long periods when the electro-mechanical meters were installed. The inflated consumption has been recorded by the electronic meter for a period of about two years, after installation of electronic meters till the neutral defect was removed. To meet the ends of justice it will be fair to give relief to the Appellant for the inflated consumption recorded by the ground floor meter to the extent of 17.2% (34.5% minus 17.3%)

The CGRF order is accordingly modified.

Dated
28.11.07,


(Suman Swarup)
Ombudsman
28.11.07