

OFFICE OF THE ELECTRICITY OMBUDSMAN
(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act, 2003)
B-53, Paschmi Marg, Vasant Vihar, New Delhi-110057

Appeal No. F. ELECT/Ombudsman/2005-06/21

Appeal against order dated 17.3.2005 passed by CGRF – NDPL
in Complaint No: 0197/01/05/CVL

In the matter of: M/s Satwant Kaur Takkar - Appellant

Versus

M/s North Delhi Power Ltd. - Respondent

Present:-

Appellant Shri Bhupinder Singh, Authorized representative
and son of Ms. Satwant Kaur Takkar.

Respondent Shri Suraj Das Guru, Advocate of NDPL

Date of Hearing: 08.06.2005

Date of Order : 14.06.2005

ORDER NO. OMBUDSMAN/2005-06/21

The appellant, has two electricity connections with K.No 137484 (G.F.) and 137485 (F.F.) in 2220, Outram Lines, GTB Nagar, Delhi. Electro-mechanical meters were replaced with Digital meters by NDPL on 10-06-03.

The grievance of the appellant is that huge bills have started coming after the installation of digital meters due to the fault created by the workers of NDPL who set wrong wiring around the meters resulting in constantly red light being on for 5-6 months consecutively.

It is stated in her appeal that despite her representations to the NDPL vide her 5 nos. of letters dated 17.09.03, 1.05.04, 12.02.04, 17.07.04, 7.08.04 and many personal visits, no remedial action was taken.

The appellant then filed a complaint with CGRF-NDPL on 15.01.05. During the hearing the consumer informed that he made payment of Rs.50/-each on 24.09.03 for both meters to be checked. Accordingly inspection was carried out and it was then that this fault of wrong wiring was detected and informed by the officials of NDPL. It was stated the wrong wiring had been carried out by NDPL's contractor.

The CGRF in its order dated 17.3.2005, gave no relief in respect of meter bearing K.No. 137484. In respect of meter bearing K. No. 137485 the CGRF gave relief for 4 months even though the disputed period is 6 months i.e. from 10.06.03-to 18.12.03. The appellant has come in appeal against this order of the CGRF. However, the appellant deposited the 1/3rd amount of disputed bill on 21.05.05 with NDPL, which is a mandatory requirement before admission of the appeal.

After obtaining records of the CGRF and getting the details of the energy consumption from NDPL for the period January 2002 to December 2004, the case was fixed for hearing on 08.06.05.

Shri Bhupinder Singh attended the hearing on behalf of Ms. Satwant Kaur Takkar. Shri Suraj Das Guru, the legal representative of NDPL also attended the hearing on 08.06.05. Shri Bhupinder Singh was very aggrieved and expressed great dissatisfaction with the service of NDPL, because he made several attempts to meet the concerned officer, (after taking leave from his own office) but did not succeed. The case was discussed on merits. The meter was replaced on 10-06-03, and excessive consumption was recorded after replacement of meter probably because of inter mixing of neutrals of the two connections.


The consumption pattern for the prior period of 6 months (13-06-02 to 18-12-02) corresponding to the defective period i.e. 10-06-03 to 18-12-03 was scrutinized and it was found that the average of units consumed in the prior period was 406 units whereas the average consumption was 456 units in the so-called defective period. This is the status in respect of meter bearing K.No.137484 installed on the ground floor, and this variation in the consumption pattern of 406 and 456 units is within acceptable limits and does not call for any intervention.

Similar exercise in respect of the meter bearing K.No. 137485 installed on the F.F. shows average consumption of 180 units for the 6 month prior period (13-06-02, to 16-12-02) corresponding to the defective period and 695 units average consumption in the defective period i.e. 10-06-03 to 18-12-03. Thus it is evident that this abnormally high consumption shown for 6 months was not because of electricity consumed by the appellant but because of the technical error of inter mixing of neutrals of the

two connections. After the wiring error was set right, the energy consumption recorded was normal without any dispute. It is generally known that when there is inter-mixing of neutrals of two connections (having electronic meters), excessive consumption is shown in one meter only, the other meter shows normal/actual consumption. So also in this case meter bearing K.No.137484 had been showing normal consumption whereas meter of K.No:137485 had shown excessive consumption.

Accordingly, relief is allowed for 6 months, i.e. for the entire defective period when the neutral wires were inter-mixed (695-180) = $515 \times 6 = 3090$ units in respect of connection with K.No. 137485. Revised bills to be prepared on this basis by the NDPL and effect to be given within 10 days on the receipt of order. The copy of revised bill be submitted in this office thereafter .

In view of the above, the order dated 17th March, 2005 of the CGRF – NDPL is set aside.


(Asha Mehra)
Ombudsman