

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/2007/216

Appeal against Order dated 16.10.2007 passed by CGRF – BRPL in Case No.CG/245-2007.

In the matter of:

Smt. Kalyani Chatterjee - **Appellant**

Versus

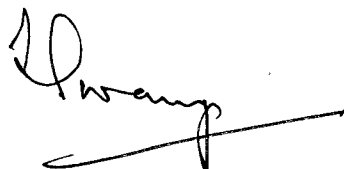
M/s BSES Rajdhani Power Ltd. - **Respondent**

Date of Hearing: 27.12.2007

Date of Order : 31.12.2007

ORDER NO. OMBUDSMAN/2007/216

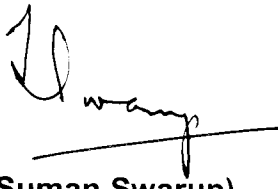
1. The Appellant, Smt. Kalyani Chatterjee, R/o A-23, First Floor, Krishna Park, Devli Road, New Delhi-110062 has filed an appeal against the order of CGRF dated 16.10.2007, requesting for revision of her bill as the meter was running fast.
2. The brief facts of the case are as under:
 - 2.1 The Appellant received a bill for consumption of 384 units for the period 29.03.2007 to 07.06.2007 (70 days), with 03.07.2007 as the due date for payment.
 - 2.2 The Appellant filed a complaint with the Respondent on 18.07.2007 stating that the electric meter No. 2242679 installed at the premises was showing excessive readings and requested for changing the defective meter. The copy of the complaint carried the remarks "meter faulty" recorded by the O&M office of Respondent, but there was no official receipt.
 - 2.3 At the request of the Appellant the meter was tested on 19.08.2007 and was found 2.4% slow.
 - 2.4 A perusal of the consumption pattern indicates that between 06.04.2006 to 08.08.2007 the average daily consumption varied between 5.48 units to 10.86 units.



3. The CGRF in its order dated 11.10.2007 observed that the consumption of electricity recorded by the meter was not exorbitant and allowed a compensation for delay in testing of the meter as per the Guaranteed Standards of Performance @ Rs. 25/- per day of default, for the period exceeding fifteen days of receipt of complaint.
4. The Respondent was directed to submit para-wise comments on the appeal and the same were received on 20.11.2007.
5. After perusal of the records the hearing in the case was fixed for 27.12.2007. However, the Appellant has meanwhile informed vide her letter dated 26.12.2007 that the grievance has been resolved and the appeal may be treated as withdrawn.
6. As the grievance of the Appellant has been resolved by the Respondent, the case is disposed off as withdrawn, at the request of the Appellant.

Dated

31st December 2007.


(Suman Swarup)
Ombudsman