

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/2007/239

Appeal against Order dated 12.12.2007 passed by CGRF – BRPL in case no. CG/297/2007.

In the matter of:

Smt. Bhagvathy Iyer - Appellant

Versus

M/s BSES Rajdhani Power Ltd - Respondent

Present:-

Appellant Smt. Bhagvathy Iyer, Appellant attended in person

Respondent Shri A.K. Tyagi, Business Manager
Shri Arun Singh and
Shri Sahabuddin, attended on Behalf of BRPL

Date of Hearing : 15.02.2008

Date of Order : 19.02.2008

ORDER NO. OMBUDSMAN/2008/239

1. The Appellant Smt Bhagvathy Iyer, has filed this appeal against the orders of CGRF-BRPL dated 12.12.2007 in the case no. CG/297/2007 stating that the full relief of adjustment of credit amount of Rs.1000/- demanded by her was not allowed.
2. The brief facts of the case are as under :
 - i) The Appellant is a resident of O-130, Saurabh Vihar, Jaitpur, Badarpur, New Delhi-110 044 having the electricity connection K.No. 2541 C351 3419.



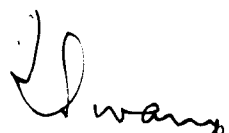
- ii) The Appellant's electricity consumption details indicate a consumption of less than 50 units per billing cycle till July 2007. However, a consumption of 150 units was recorded for the period 22.5.2007 to 25.7.2007 and 157 units from 25.7.2007 to 24.9.2007.
 - iii) The Respondent on a complaint by the Appellant replaced the meter on 27.9.2007. Another meter test / analysis report dated 11.10.2007 declared the meter faulty, without mentioning the faults in the meter. The meter change report, however, indicated the last reading as 778 on 27.9.2007 and 771 on 24.9.2007.
3. The Appellant filed a complaint before the CGRF on 15.11.2007, requesting for adjustment of the full claim of Rs. 1,000/- in four future bills.
- a) The Respondent informed the CGRF that the defective meter was replaced on 27.9.2007 and the bill was revised taking the defective period of to be six months prior to change of the meter i.e. from 22.3.2007 to 27.9.2007. The base period for assessment was taken as 25.3.2006 to 22.3.2007. After adjustment of the payments made by the Appellant during the defective period, a net credit amount of Rs. 510/- was given to her in the next billing cycle. The revised bill was sent to the Appellant confirming the credit of Rs. 510/-.
 - b) The CGRF observed that although the electricity consumption by the Appellant abruptly increased during the month of July 2007, yet the meter was declared defective for a period of six months prior to the date of replacement i.e. 27.9.2007. As such, the assessment done for six months on the basis of the past 12 months consumption, was to the benefit of the Appellant. The CGRF, therefore, agreed with the credit



adjustment of Rs.510/- given to the Appellant by the Respondent.

4. The hearing in the matter was fixed on 15.2.2008, after perusal of the records and comments received from the Respondent. The Appellant was present in person. The Respondent was present through Sh. A. K. Tyagi, Business Manager, Hauz Khas (Division), Sh. Arun Singh and Sh. Sahabuddin.
5. Both the parties were heard. The request of the Appellant, who is a senior citizen, is that the credit amount be paid to her by cheque, that meter reading be done on working days (preferably in the afternoon) and bi-monthly bills be sent to her regularly. These requests are reasonable and justified. The Respondent therefore, is directed to send a cheque of the balance credit amount due to the Appellant within 7 days, arrange for the reading of her meter on working days between 3 PM to 6 PM and also to send bi-monthly bills regularly. The appeal was accordingly disposed off.

19th February 2008


(Suman Swarup)
Ombudsman