

**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)

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**Appeal No. F. ELECT/Ombudsman/2008/244**

Appeal against Order dated 19.12.2007 passed by CGRF – BRPL in case no. CG/288A/2007 (K.No. 2520 0A02 0026).

**In the matter of:**

Shri R.N. Singh

- Appellant

**Versus**

M/s BSES Rajdhani Power Ltd

- Respondent

**Present:-**

**Appellant** Shri R.N. Singh, Appellant attended in person

**Respondent** Shri S.K. Kansal, Business Manager, Distt. Saket  
Shri R.S. Yadav, attended on Behalf of BRPL

**Date of Hearing** : 21.02.2008

**Date of Order** : 26.02.2008

**ORDER NO. OMBUDSMAN/2008/244**

1. The Appellant, Shri R.N. Singh has filed this appeal against the CGRF's order dated 19.12.2007 in Case No. CG/288A/2007. The Appellant has prayed for rectification of his three electricity bills of Rs. 4,012.55, Rs. 6,090/-and Rs. 9,990/- for the months of June, July and August 2007 respectively, and also the electricity bill for the period 17.09.2007 to 19.11.2007 when the meter was not installed.
2. The brief facts of the case as per the records are as under:
  - (i) The Appellant is the registered consumer of Electricity connection No. 2520 0A02 0026 at his premises No. 2/35, First Floor, Sarvpiya Vihar, New Delhi-110016.
  - (ii) The Respondent installed the electronic meter on 07.06.2007 and sent three electricity bills of Rs.4,012.55, Rs.6,090/- and Rs.9,990/- for the months of June, July and August 2007 respectively. According to the



Appellant these bills were excessive, considering his past consumption pattern. He, therefore, deposited Rs.113/- for the testing of the meter.

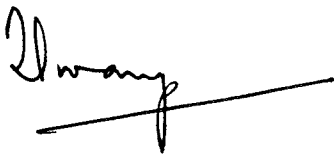
- (iii) The meter installed on 07.06.2007 got burnt on 17.09.2007. The Respondent, however replaced the same after two months on 19.11.2007, because the under ground wire had to be replaced.
- (iv) The Appellant approached the officials of the Respondent for prompt installation of the new electricity meter and for refund of the excess amount paid against the three inflated bills, but without success

3. The Appellant filed his complaint dated 29.10.2007 before the CGRF and requested for the redressal of his grievances regarding rectification of electricity bills.

- a) The Respondent submitted before the CGRF that the meter of the Appellant was tested on 13.09.2007 and was found to be running fast by (+)0.20%, which is within permissible limits of error. As far as the assessment for consumption of electricity for the period 17.09.2007 to 19.11.2007 was concerned. (when the meter remained burnt and the electricity supply was direct), this would be done on the basis of recording of the consumption in the new meter.
- b) The CGRF in its order dated 19.12.2007 directed the Appellant to make payment for the consumption of electricity for the period 07.06.2007 to 17.09.2007 on the basis of the actual readings recorded by the meter. The Respondent was directed to make assessment for the period 17.09.2007 to 19.11.2007 (when the meter was burnt) on the basis of the electricity consumption recorded during the 12 month period prior to 17.09.2007. The CGRF also allowed to the Appellant, Rs.4650/- being the cost of the burnt meter and compensation of Rs.2000/- for harassment caused to the Appellant. The CGRF directed the Respondent to credit these amounts in the electricity bill of the Appellant.

4. After perusal of the records and comments received from the Respondent. The hearing in the case was fixed for 21.02.2008. The Appellant Shri R.N. Singh was present in person. The Respondent was represented by Shri S.K. Kansal, Business Manager alongwith Shri R.S. Yadav.

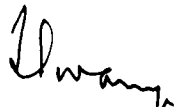
The Appellant submitted that his electricity meter which got burnt on 17.09.2007 due to the DISCOM's fault was replaced after two months on 19.11.2007. The Regulation 40 of the Delhi Electricity Supply Code and Performance Standard Regulations requires that the replacement of the meter be done within three days. He also stated that the new electronic meter showed excessive readings for the months of June, July and August, 2007, for which he received electricity bills of Rs.4,012.55, Rs.6,090/- and Rs.9,990/- respectively. He also submitted that in the premises only his wife and he, both senior citizens, were living, and their monthly electricity consumption prior to the installation of the new electronic



meter was about Rs.2,500/-. The Respondent filed the statement of account for K.No.25200A020026 which reflects a sudden increase in the consumption after installation of the electronic meter. This meter subsequently also got burnt due to the fault of the DISCOM staff, as admitted by the Respondent.

5. After hearing both the parties, scrutiny of the meter test report and the statement of account for K.No.25200A020026, it is evident that the grievance of the Appellant is genuine. While the meter was not faulty, there appears to be some fault in the cable, finally leading to the burning of the meter. The Respondent is, therefore, directed to revise the electricity bills of the Appellant for the period 07.06.2007 to 19.11.2007 on the basis of the average consumption for the period of six months prior to 07.06.2007 and six months after 19.11.2007 when the meter was replaced. There is no interference in the CGRF order allowing the cost of Rs.4650/- for the burnt meter, and compensation of Rs.2,000/- for the harassment caused to the Appellant. The appeal is accordingly disposed off.

26<sup>th</sup> February 2008.

  
(SUMAN SWARUP)  
OMBUDSMAN