

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/2008/250

Appeal against Order dated 10.01.2008 passed by CGRF–NDPL in CG.No. 1543/11/07/RHN (K.No.44400141511).

In the matter of:

Shri Narinder Kumar Sarwal - Appellant

Versus

M/s North Delhi Power Ltd. - Respondent

Present:-

Appellant Shri Narinder Kumar Sarwal attended in person

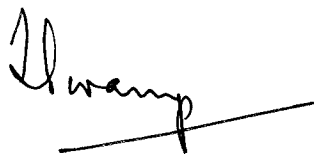
Respondent Shri Sachin Kaul, HOG (R&C),
Shri Arun Sharma, Commercial Officer and
Shri Vivek AM (Legal) all attended on behalf of NDPL

Dates of Hearing : 12.03.2008

Date of Order : 13.03.2008

ORDER NO. OMBUDSMAN/2008/250

1. Shri N.K. Sarwal, the Appellant has filed this appeal against the CGRF order dated 10.01.2008 in case No. 1543/11/07/RHN. He has prayed for the refund of the entire excess payment made by him through cheque, and for imposing a penalty on the



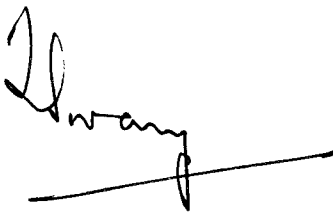
Respondent for sending provisional bills for more than two billing cycles, in violation of the DERC Regulations, 2002.

2. The brief facts of the case are as under:

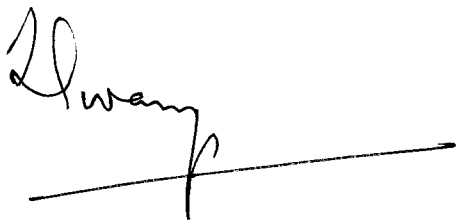
- a) the Appellant's premises A-5/18, Sector-16, Rohini, New Delhi having electricity connection No. 44400141511L, for domestic use, remained locked from 2001 to June 2005. The Respondent during the period issued provisional bills, due to which the Appellant had to make excess payment of Rs. 21,585/-; and
- b) the Appellant requested the Respondent for the correction of his electricity bills on the basis of actual consumption recorded by the meter, but without success. He, therefore, filed a complaint before the CGRF on 01.09.2007.

3. The CGRF after taking into consideration the records and pleadings of the parties, directed the Respondent as under:

- i) for the period 08.06.2001 to 04.03.2006 the bills be raised on actual consumption recorded by the meter i.e. 2312 units by giving appropriate slab benefit;



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- ii) for the period 04.03.2006 to 16.06.2006 the bills be raised for 591 units;
 - iii) for the period 16.06.2006 to 30.11.2006 bills be raised on the basis of average consumption recorded during the period 07.06.2005 to 04.03.2006; and
 - iv) the above bills be revised on 05.02.2008 without levy of any LPSC and 50% of the credit due to the Appellant be paid to him through cheque, and the balance 50% be adjusted against future bills.
4. The Appellant, not satisfied with the order of the CGRF dated 10.01.2008, has filed his appeal dated 06.02.2008. He has requested for the refund of the entire credit amount due to him by cheque and for imposing a penalty for the lapses on the part of the Respondent for raising electricity bills on provisional basis in violation of the DERC Regulations, 2002.
5. The hearing in the case was fixed on 12.03.2008 after scrutiny of records and obtaining comments from the Respondent. The Appellant was present in person. The Respondent was represented through Shri Vivek, Assistant Manager (Legal),



Shri Sachin Kaul, HOB(R&C) and Shri Arun Sharma,
Commercial Officer.

6. The Appellant at the outset complained over the delay on the part of the Respondent in not implementing the order of the CGRF dated 10.01.2008. He requested for a correct statement of accounts as per the CGRF order and for refund of the entire credit amount due to him by cheque.
7. The Respondent submitted that they would provide the correct statement of account and refund the entire credit amount to the Appellant within 15 days.
8. The grievance of the Appellant appears to be genuine. The Respondent has taken too much time in complying with the orders of the CGRF. The Respondent is, therefore, directed to refund the entire credit amount due to the Appellant by cheque within 15 days from this order, and also to provide a statement of accounts worked out as per the CGRF order dated 10.01.2008. The appeal is accordingly disposed off.

13th March 2008


(Suman Swarup)
Ombudsman