

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/2008/261

Appeal against Order dated 24.10.2007 passed by CGRF-NDPL in
CG.No. 01384/08/07/KPM

In the matter of:

Smt. Raj Dulari - Appellant

Versus

M/s North Delhi Power Ltd. - Respondent

Present:-

Appellant Smt. Raj Dulari, Appellant attended in person
Shri S.K. Goel, Authorized Representative attended on
behalf of the Appellant

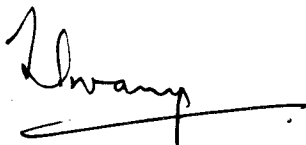
Respondent Shri Vivek, AM (Legal)
Shri M. S. Saini, Commercial Manager, Distt. Keshavpuram,
Shri Bubber Singh, Zonal Manager (Zone-509)
Shri Saibal Nandi, Executive

Date of Hearing : 27.05.2008, 17.06.2008

Date of Order : 27.06.2008

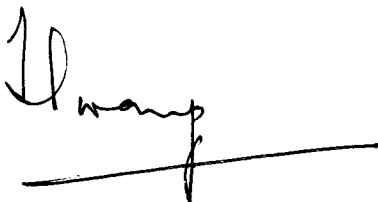
ORDER NO. OMBUDSMAN/2008/261

1. The Appellant, Smt. Raj Dulari, has filed this appeal against the orders of the CGRF-NDPL dated 24.10.2007 in the case CG No. 1384/08/07/KPM with the plea that the CGRF orders be set aside and compensation as claimed be granted to the Appellant.



2. The back-ground of the case as per record submitted by both the parties is as under:

- i) The Appellant is a resident of B-3/109, Ground Floor, Ashok Vihar, Phase III, New Delhi. The premises has three connections through three single phase meters connected to three phase bus bar system, which is being fed through a three phase service cable connected to the electric pole of the over head system.
- ii) On 23.2.2007, the Respondent took a planned shut down in the area for maintenance work at B-3 sub station and on the over head system. The 'shut down' was cleared and the supply was restored around 1 PM. As soon as the supply was restored, the Appellant's electrical appliances got damaged.(may be due to high voltage).
- iii) The Appellant filed a complaint with the Respondent, and on checking, the Respondent officials found that the neutral of the three phase service cable was cut from the over head line from the LT pole.
- iv) The Appellant has stated that the damage caused was to the tune of Rs. 29,800/- for which a complaint was filed before the CGRF. The Respondent stated before the CGRF that on receipt of the complaint of damage to the appliances of the Appellant, the system was checked and it was found that the neutral of the service cable connected to the LT over head line was cut off from pole.
- v) The Respondent also stated that the three single phase meters installed in the premises are connected to the common three phase bus bar system. The Respondent denied the contention of the Appellant before the CGRF, that the damage to the Appellant's appliances has occurred due to wrong connections resulting in supply of 440 V. The Respondent officials stated that no complaint of such type was received from other consumers in the area, and the damage to appliances must have been caused by short circuit in the internal



wiring, as a result of which, high current flowed in the neutral ,
damaging the neutral phase of the service cable of the Appellant.

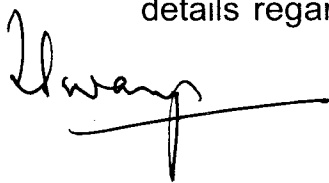
- vi) The CGRF in its order observed that three single phase meters were supplying electricity to three different floors fed from a common three phase four wire bus bar system. The complaint has been lodged only by one of the three consumers. The CGRF further observed that one of the equipments damaged is an inverter with a battery. As there was no supply in the area for more than three hours, the load of the complainant was being fed through the inverter in all probability. The automatic change over switch installed in the inverter failed to operate resulting in two supplies from the main and the inverter getting parallel, and causing the damage. The CGRF concluded that no case is made out for allowing any reimbursement towards damage to equipment and for award of compensation therefor.

Not satisfied with the orders of the CGRF, the Appellant has filed this appeal.

3. After scrutiny of the contents of the appeal, the CGRF's order and the replies submitted by both the parties, the case was fixed for hearing on 27th May, 2008.

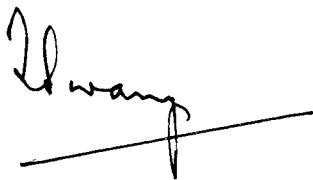
On 27th May, 2008, the Appellant was present through Shri S.K. Goel, Counsel for the Appellant. The Respondent was present through Shri Vivek, Assistant Manager (Legal), Shri M.S. Saini, Distt Keshavpuram, Shri B. Singh, Zonal Manager (Zone-509).

After hearing both the parties, the Appellant was advised to give the details regarding damage to the equipments and cost incurred for repairs



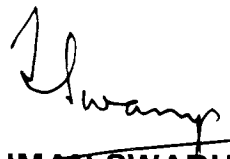
etc. The Respondent was asked to produce the Engineer who was at site on 23.2.2008, on the next date of hearing i.e. 5.6.2008, rescheduled for 17.6.2008.

4. On 17.6.2008 the Appellant Smt. Raj Dulari was present in person. The Respondent was present through Shri M.S. Saini, Commercial Manager, Shri Saibal Nandi, Executive, Shri Vivek, Assistant Manager (Legal). Both parties were heard. The Appellant stated that the repairs have cost her Rs.3800/- for fridge, Rs. 2800/- for T.V. and Rs. 8500/- for replacement of the damaged inverter. Shri Saibal Nandi, engineer at site, explained that the neutral was found cut at site when the supply was switched on after completion of local repairs. The Respondent confirmed that there was a temporary shut down for repair work on that day, when the equipment of the Appellant is reported to have been damaged after the supply was restored around 1.00 P.M.
5. From the submissions made by the Respondent and the diagram of meter connections, it is observed that three single phase meters were connected to three different phases at the three phase bus bar system. As the neutral was not properly connected with the over head system and was found cut, on restoration of supply, this system worked as a three phase system without the neutral connection. This would definitely cause fluctuation of voltage in the three different phase supplies, depending upon their loading system. In this case, all the three single phase meters should have been connected to the same phase in the bus bar. Had this been done, even if the neutral got disconnected, the supply would simply fail, and there would be no voltage fluctuation and damage to the equipment.



6. It is evident from the submissions, that damage to the equipment was caused due to negligence of the Respondent officials. However since the extent of damage is not known and no proof has been submitted by the Appellant, it is difficult to arrive at the extent of damage. **The Appellant has claimed a compensation of Rs. 29,800/- in the appeal, 25% of this amount be given as compensation for loss and harassment. The appeal is up held to the extent indicated above and the CGRF order is set aside. The compensation amount be paid to the appellant through cheque within 10 days of this order and compliance report sent to this office.**

27.06.08.


(SUMAN SWARUP)
OMBUDSMAN