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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/2008/284

Appeal against the decision taken during the chamber meeting held by Chairman CGRF-BRPL on 25.06.2008.

In the matter of:

Shri Kamal Nayan Prasad - Appellants

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

Present:-

Appellant Shri Kamal Nayan Prasad, Appellant attended in person

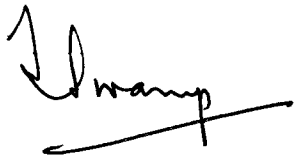
Respondent Shri S.K. Kansal, Business Manager,
Shri R.S. Yadav, Section Officer attended on behalf of the BRPL

Date of Hearing : 21.10.2008

Date of Order : 31.10.2008

ORDER NO. OMBUDSMAN/2008/284

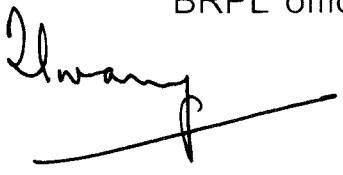
1. The Appellant Shri Kamal Nayan Prasad has filed this appeal against the decision taken during the chamber meeting held by Chairman CGRF-BRPL on 25.06.2008, regarding his bills.



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

- i) On allotment of government accommodation in September 2003, the Appellant applied for an electricity connection to BRPL which was installed. The Appellant alleges that after March 2004 bills were raised by the BRPL, showing excessive consumption. His earlier grievance was settled by the CGRF-BRPL vide order dated 03.08.2005 in the case no. CG/131/2005 with the directions to the BRPL to revise the bills from the date of installation of the meter upto 05.07.2005 at the reading of 5325, after giving him the slab benefit in accordance with the provisions of the prevalent tariff.

- ii) The complaint of the Appellant regarding non-implementation of the CGRF's order was forwarded by the DERC to the CGRF-BRPL for further processing. The Chairman CGRF-BRPL held a chamber meeting on 14.02.2007 with the Business Manager and Section Officer of the BRPL, and the Appellant. The Chairman, CGRF-BRPL observed that the earlier order dated 03.08.2005 had not been implemented by the BRPL. The Business Manager (Saket) was therefore directed to prepare the revised bill as per the directions given in the order, and to produce a revised bill on 20.02.2007 i.e. the next date of hearing. On 20.02.2007, the revised bill was produced by the BRPL officials which indicated that after adjusting the payment



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made by the Appellant upto 23.01 2007, the net demand was Rs.1289.24 and the Appellant was satisfied with this.

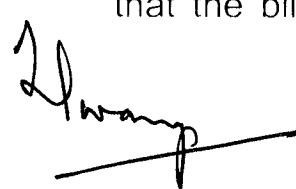
- iii) Another chamber meeting was held by the Chairman CGRF-BRPL on 25.06.2008 and the Appellant again complained of excess bills being raised for 531 and 583 units for the months of June and August 2007. The CGRF observed that the bills issued were based on actual meter readings and in case the Appellant had any doubts about the functioning of the meter, he may get it tested. The Appellant was advised to take up the matter with the concerned officials of the BRPL.

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

3. After scrutiny of the appeal, the records of the CGRF and the reply/comments submitted by the parties, the case was fixed for hearing on 21.10.2008.

On 21.10.2008, the Appellant was present in person and the Respondent was present through Shri S. K. Kansal, Business Manager and Shri R. S. Yadav, Section Officer.

Both parties were heard. The Appellant reiterated the submissions made in his appeal. The Respondent officials informed that the bills were revised in January 2007 and the Appellant had




stated that he was satisfied with the revised bills during the chamber meeting held by Chairman CGRF-BRPL on 20.02.2007. The Appellant however again insisted that he is receiving excessive energy consumption bills. During hearing the Respondent officials stated that the Appellant's electronic meter had been recently tested in September 2008 and was found to be 1.07% fast. The meter test report produced by the Respondent was taken on record.

- 4. After considering the facts on record and the submissions made by both the parties, it is observed that the Respondent has been raising reading based bills and the meter has been tested for its accuracy. The Test Report of September 2008 shows the meter to be 1.07% fast. Therefore the benefit of the meter being 1.07% fast be given to the Appellant and the meter be replaced by the Respondent with a new meter for the Appellant's complete satisfaction. Based on the test results of the meter, the Appellant's bills be revised for a period of six months prior to June 2007, till the replacement of the meter, since the Appellant has disputed the bills for June 2007 and August 2007.

The compliance report be submitted within 21 days of this order.

31st October 2008


 (SUMAN SWARUP)
 OMBUDSMAN