

ORIGINAL

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/2008/302

Appeal against Order dated 21.03.2007 passed by CGRF-BRPL in case CG. No. 63/2007.

In the matter of:

Shri D.S. Narula

- Appellant

Versus

M/s BSES Rajdhani Power Ltd.

- Respondent

Present:-

Appellant Shri D.S. Narula was present in person

Respondent Shri Prashant Verma, DGM
Shri Keshav Kumar, Commercial Manager,
Shri Salauddin, Section Officer and
Shri Aman Singh, Section Officer, attended on behalf of
the BRPL

Dates of Hearing: 30.01.2009, 12.02.2009, 19.03.2009

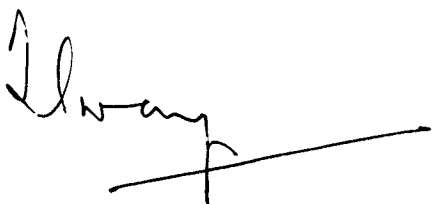
Date of Order : 27.03.2009

ORDER NO. OMBUDSMAN/2009/302

1. The Appellant Shri D.S. Narula filed this appeal against the orders of CGRF-BRPL dated 21.03.2007 in case CG No. 63/07. The appellant has stated that the biased and partial decision of the Forum is not acceptable to him.

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2. The background of the case as per the contents of the appeal, CGRF's order and the submissions of the Respondent are as under:
- i) The Appellant Sh. D.S. Narula is the registered consumer of a domestic electricity connection bearing K. No. 2541 C636 0234 installed at his premises J-263, Sarita Vihar, New Delhi.
 - ii) Sh. Narula filed a complaint before the CGRF-BRPL on 12.02.2007 stating that he was harassed from October 1995 with high electricity bills and has been over charged. Certain revisions were done in the bills earlier on 03.10.2003 and in May 2006. Sh. Narula wanted replies to his various communications since 1998.
3. Sh. Prashant Verma, Business Manager of the Respondent stated before the CGRF that the bill for the month of August 2003 was raised for 1750 units, however, the bill was revised with slab benefits from 23.04.2003 to 24.04.2004. Another bill for the month of June 2005 was raised wrongly due to abnormal consumption of 3031 units in place of 122 6 units. This bill was revised in the month of August 2005. Another bill for the period of April to June 2006 was raised wrongly for 4160 units in place of 1119 units and this bill was also revised in the month of August 2006. The current bill for the month of February 2007 was raised upto the reading of 3749 amounting to Rs.1866, less the credit amount of Rs.4143.24. Thus the revised bill



along with credit amount of Rs.2276.17, and revised bill is being sent to the consumer.

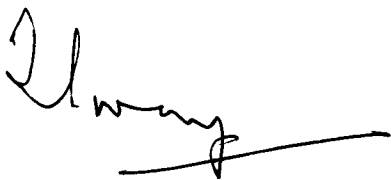
4. The CGRF agreeing with the submissions of the Respondent observed that undue inconvenience and harassment was caused to the Appellant as the issue had been allowed to linger on for a considerable period in the absence of any response from the Respondent. The CGRF awarded a token compensation of Rs.1000/- to the Appellant.

Not satisfied with the orders of the CGRF-BRPL, the Appellant has filed this appeal stating that the CGRF has compensated him with Rs.1000/- charity whereas he has spent 3/4 thousand rupees on chasing the Respondent since 1994.

5. 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 30.01.2009.

On 30.01.2009, the Appellant was present in person. The Respondent was present through Shri Salauddin, Section Officer, and Sh. Keshav Kumar, Commercial Manager.

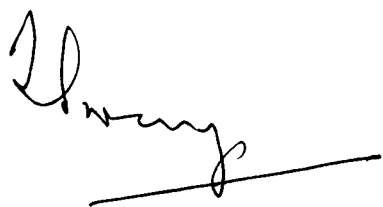
Both parties were heard. Respondent was asked to file the statement of account from 1995 onwards showing the number of times wrong bills were issued and revision was done, and to give reasons for



issuing wrong bills. The case was fixed for further hearing on 12.02.2009 which was re-scheduled for 19.03.2009.

6. On 19.03.2009, the Appellant was present in person. The Respondent was present through Sh. Prashant Verma, DGM and Sh. Aman Singh, Section Officer.

Both parties argued at length. The Appellant re-iterated the submissions already made in his appeal. Sh. Narula stated that a number of times wrong bills were issued to him and his various communications sent to the Sr. Officials remained un-replied to. The Respondent stated that it is correct that wrong bills were revised on several occasions in the last 15 years. The Respondent produced the demand and payment record from October 1995 onwards which indicated that after making payment for 2386 units in December 1996, the Appellant had made the next payment only in April 2006. Thus, the Appellant had not made any payment for a period of about 10 years. The Respondent officials were not able to explain convincingly why no action was taken for recovery of the dues during this long period of about 10 years. The Respondent stated that finally the payments were made by the Appellant's brother i.e. Rs.55000/- in April 2006, Rs.25,000/- in June 2006, Rs.15140 in August 2006 and Rs.15150/- in October 2006.




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The Respondent stated that after adjusting the demand plus payments made, the current bill of Rs.570/- is due for payment. The Respondent produced the copy of the February 2009 bill indicating a payable amount of Rs.570/-.

From the above it is clear that the Appellant has not been making regular payments while he has been consuming electricity. It is only in 2006 that all pending dues of the last 10 years have been cleared. From the statement of account produced by Respondent, over charging of Rs.50,000/- as alleged by the Appellant is not corroborated.

There is therefore no need to interfere with the orders of CGRF.

27th March 2009 .


(SUMAN SWARUP)
OMBUDSMAN