

45

**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/2009/323**

Appeal against Order dated 15.04.2009 passed by CGRF–NDPL in  
CG.No. 2062/03/09/MTN.

**In the matter of:**

Smt. Meera Chandwani - Appellant

**Versus**

M/s North Delhi Power Ltd. - Respondent

**Date of Hearing : 21.07.2009**

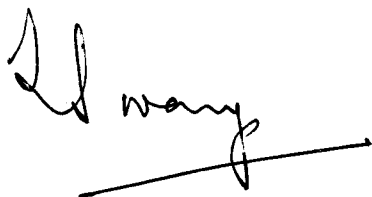
**Date of Order : 19.08.2009**

**ORDER NO. OMBUDSMAN/2009/323**

The Appellant, Smt. Meera Chandwani has filed this appeal dated 19.5.2009 against the order of the CGRF-NDPL dated 15.04.2009 in case CG No. 2062/03/09/MTN. The Appellant has prayed for setting aside the impugned order and has requested for compensation for harassment caused to her.

1. The brief facts of the case as per the records are as under:

- a) The Respondent energized on 10.01.1998 the electricity connection No. 33300151039-Z at the Appellant's premises at

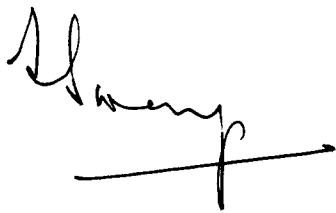


E/261 (D/S), Ramesh Nagar, New Delhi – 110015, where her son was running an electric goods repair shop measuring 80 Sq.ft. (10 ft. x 8 ft.). The electro-mechanical meter was replaced on 17.04.2008 under the Mass Meter Replacement Scheme.

- b) The Respondent issued electricity bills for the months of June, August and October 2008 for Rs.2588/, Rs.4770/ and Rs.2800/ respectively.
- c) The Appellant contended that the aforesaid bills were excessive, considering her normal consumption during the past few years.
- d) The Appellant visited the office of the Respondent and also submitted three representations dated 15.12.2008, 13.01.2009 and 27.01.2009 regarding the excessive bills for the period 18.04.2008 to 30.10.2008. However, there was no reply from the Respondent.

- 2. The Appellant thereafter filed a complaint before the CGRF dated 02.03.2009, requesting for correction of the wrong bills.

The Respondent clarified before the CGRF that the meter recorded a reading on 31.10.2008, of 565 units alongwith the remarks 'meter jump'. NDPL however raised a bill for 473 units



for the period 20.08.2008 to 30.10.2008 and the Appellant was accordingly asked to make the payment.

The CGRF, after taking into consideration the documents placed on record and the averments made by both the parties decided that the demand already raised by the Respondent for consumption of 1643 units for the period 17.04.2008 to 31.10.2008, was in order.

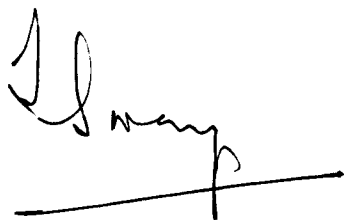
The Appellant, not satisfied with the aforesaid order of the CGRF, has filed this appeal for setting aside the CGRF's order.

3. The appeal was fixed for hearing on 21.07.2009. Meanwhile, the parties informed that they had reached an amicable settlement dated 04.07.2009 on the following terms:

a) The bill to be revised as per the recorded readings from 17.04.2008 to 30.10.2008, ignoring the readings recorded on 17.06.2008 & 20.08.2008; and

b) Full benefit of LPSC waiver to be given to the Appellant.


The Appellant was given a credit of Rs.6,304/- on the above basis. Earlier the consumer was billed for consumption of 1643 units, which was held to be in order by the CGRF. As per



the mutual settlement arrived at now, NDPL has revised the bill showing a consumption of 565 units i.e. as per the reading on 31.10.2008. Accordingly NDPL has allowed a credit of Rs.6,304/- to the Appellant.

4. As the dispute has been amicably settled between the parties, the appeal is disposed off in terms of the aforesaid mutual settlement, which is taken on record.

19<sup>th</sup> August 2009.

  
(Suman Swarup)  
Ombudsman