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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/2009/324

Appeal against Order dated 15.04.2009 passed by CGRF–NDPL in
CG.No. 2061/03/09/MTN.

In the matter of:

Shri Israr Ahmed

- Appellant

Versus

M/s North Delhi Power Ltd.

- Respondent

Date of Hearing : 21.07.2009

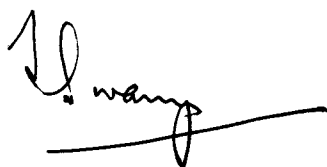
Date of Order : 18.08.2009

ORDER NO. OMBUDSMAN/2009/324

The Appellant, Shri Israr Ahmed, has filed this appeal dated 19.5.2009 against the order of the CGRF-NDPL dated 15.04.2009 in case CG No. 2061/03/09/MTN. He has prayed for setting aside the impugned order of the CGRF-NDPL.

1. On the basis of submissions of the parties, the brief facts of the case are as under:

(a) The Appellant has a barber shop measuring 100 sq. ft. at E-261 (D/S.) Ramesh Nagar, New Delhi – 110015, which has a



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non-domestic connection K.No. 33300151041 energized on 10.01.1998.

- (b) The Respondent replaced the electro-mechanical meter on 17.04.2008 at the above shop with a new electronic meter, under their mass meter replacement scheme.
 - (c) The Respondent issued electricity bills in June, August and October 2008 for 324, 510 and 378 electricity units respectively.
 - (d) The Appellant disputed the correctness of the above bills contending that his normal consumption during the past few years was 331 units per month. His contention was not accepted.
2. The Appellant filed a complaint before the CGRF dated 27.02.2009, requesting for correction of the bills.

The Respondent clarified that the meter reading on 13.10.2008 was recorded along with the remark "meter jump". As such, 378 units were shown consumed between 20.08.2008 to 30.10.2008, and the consumer was billed accordingly.

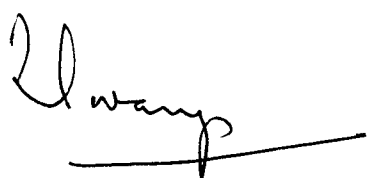


3. The CGRF, after taking into consideration the documents placed on record and the averments made by both the parties concluded as under:

- (i) there was no dispute about the meter reading after 30.10.2008; and
- (ii) the meter readings for the disputed period i.e. from 17.4.2008 to 30.10.2008 be assessed on the basis of the consumption pattern for 12 months prior to the meter becoming defective.

The CGRF, in view of the above conclusions, directed in its order dated 15.04.2009 that the electricity consumption from 17.4.2008 to 30.10.2008 be assessed on the basis of the average consumption recorded during the period 19.4.2007 to 17.4.2008. The units consumed on this basis were worked out to be 1159, whereas the Respondent had raised bills for 1212 units. The CGRF ordered that the consumer should be charged for 1159 units for the period 17.4.2008 to 30.10.2008, and the bills raised, be revised accordingly.

The Appellant, not satisfied with the order of the CGRF, filed an appeal before the Electricity Ombudsman for setting aside the CGRF's order.

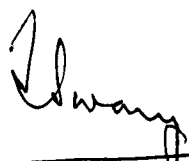


4. The appeal was fixed for hearing on 21.07.2009. Meanwhile the parties informed that they had reached an amicable settlement dated 04.07.2009 on the following terms:
- a) The bill to be revised as per the recorded readings from 17.04.2008 to 30.10.2008, ignoring the readings recorded on 17.06.2008 & 20.08.2008; and
 - b) Full benefit of LPSC waiver to be given to the Appellant.

The Appellant was given a credit of Rs.4885/- on the above basis. Earlier for the period 17.04.2008 to 30.10.2008, the Appellant was charged for 1212 units. Based on the past consumption, the CGRF ordered for charging for 1154 units for the same period. As per the mutual settlement arrived at now, NDPL has revised the bill for 331 units i.e. as per the reading on 31.10.2008, and has allowed a credit of Rs.4884/-.

5. 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.

18th August 2009.


(Suman Swarup)
Ombudsman