

## **OFFICE OF THE 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/2010/380**

Appeal against Order dated 29.04.2010 passed by CGRF–BRPL in case no. C.G.No.119/2010.

#### **In the matter of:**

Shri Ashwani Razdan - Appellant

#### **Versus**

M/s BSES Rajdhani Power Ltd. - Respondent

#### **Present:-**

**Appellant** The Appellant was present in person

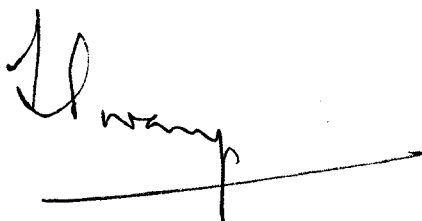
**Respondent** Shri Vinay Kumar Singh DGM, R.K. Puram and  
Shri Jitendra Nalwaya attended on behalf of BRPL

**Date of Hearing** : 13.08.2010

**Date of Order** : 23.08.2010

### **ORDER NO.: OMBUDSMAN/2010/380**

- 1.0 The Appellant, Shri Ashwani Razdan, has filed this complaint against the order of the CGRF- BRPL dated 29.04.2010, requesting for the removal of the check-meter installed by the Respondent (BRPL), and for correction of his electricity bills.



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

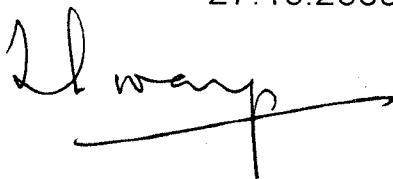
- ( i) That the Appellant is the user of connection K.No. 2550L7151608 with a sanctioned load of 3 KW for domestic purposes, at his premises BC-6F, D.D.A. Flats Munirka, New Delhi -110067. He complained to the Respondent about the excessive billing in respect of his consumption of electricity during the four (4) month period from June to September, 2009 as compared to his bills for the corresponding period in the year 2008, but without positive response.

2.0 The Appellant thereafter filed a complaint before the CGRF dated 09.03.2010 for the correction of the excessive bills received by him for the above period.

- ( i) The Respondent clarified before the CGRF that a check-meter Number 24277253 was installed on 23.11.2009, at the premises of the Complainant for comparing the consumption recorded by the existing meter with that recorded by the check-meter. Further, by way of abundant caution, testing of the check-meter by **The Electrical Research and Development Association (ERDA)** was also carried out on 16.04.2010 and the meter installed was found to be within the permissible limits of error.



- ii) The Respondent also clarified that the electricity consumption w.e.f. 24.06.2008 to 22.10.2008 was "1445" units in 121 days, compared to the electricity consumption w.e.f. 27.06.2009 to 27.10.2009 of "2478" units in 123 days and the MDI of the existing meter was 3.66 KW.
- iii) The Appellant stated that the check-meter installed in November 2009 was removed by the Respondent with broken seals without any intimation to him. As such, the result of the check-meter could not be relied upon. The Respondent clarified that the check-meter was inadvertently removed, but was re-installed within an hour.
- iv) The CGRF after considering the records and arguments of both the parties decided that the very purpose of installing the check-meter was defeated when it was removed without intimation to the Appellant. The CGRF in its order dated 29.04.2010, therefore, directed as under:-
  - a. The Appellant was entitled to make payment for his electricity consumption during the disputed period on the basis of his consumption for the period 24.06.2008 to 22.10.2008.
  - b. The Respondent would refund the excess amount paid by the Appellant for the period 27.06.2009 to 27.10.2009, and credit the same in his future bills.

A handwritten signature in black ink, appearing to read 'Sh. Manoj', with a horizontal line drawn underneath it.

- c. The Respondent would immediately remove the check-meter installed at the premises of the Appellant.
- d. Respondent would pay a compensation of Rs.2000/- for the harassment caused to the Appellant.

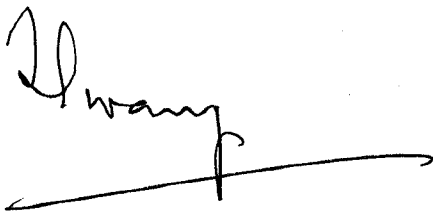
3.0 The Appellant filed this appeal on 28-05-2010, praying for the removal of the check-meter and for payment of compensation of Rs. 2000/- awarded by the CGRF.

3.1 The first hearing in the case was fixed on 13-08-2010, after obtaining the required clarifications from the Respondent.

The Appellant was present in person. The Respondent was present through Shri Vinay Kumar Singh, (DGM., R. K. Puram) and Jitender Nalwaya (GM, Circle Head , South -2).

The Appellant reiterated the facts stated in his complaint and prayed for removal of the check-meter immediately and for payment of compensation of Rs. 2000/- awarded by the CGRF.


The Respondent clarified that the CGRF's order dated 29.04.2010 was duly complied with by sending the revised bill. However, as the Appellant did not receive the same, a copy of the revised bill would be sent to the Appellant again.



4.0 It is observed that the case really pertains to the compliance of the CGRF's order dated 29.04.2010. As such, the Respondent is directed to send a copy of the revised bill with an explanatory letter to the Appellant, with a copy to this office, within 3 days of this order. The Respondent is also directed to remove the check-meter installed at the Appellant's premises immediately and to also forward the original test report dated 16.04.2010 issued by the ERDA indicating the percentage of error recorded, as the copy filed showed an erroneous figure of 11.24%, as per the Respondent. The correct copy of the ERDA meter Testing Report was filed on 16<sup>th</sup> August 2010 by the Respondent showing an error of +1.24%.

The Respondent is directed to implement this order within 21 days from the date of its issue, under intimation to this office as per Regulation 9(6) of the DERC's Notification dated 10.03.2004.

23<sup>rd</sup> August 2010

  
(SUMAN SWARUP)  
OMBUDSMAN