

OFFICE OF THE ELECTRICITY OMBUDSMAN

(A Statutory Body of Govt. of NCT of Delhi under the Electricity Act of 2003)

B-53, Paschimi Marg, Vasant Vihar, New Delhi-110057

Tel. No. 3250 6011 Fax 2614 1205

Appeal No.: F/ELECT/Ombudsman/2010/385

Appeal against Order dated 09.07.2010 passed by the CGRF-BRPL in
CG. No.: 173/2010

In the matter of:

Shri Y.P. Sethi - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

Present:

Appellant Shri Y.P. Sethi was present in person alongwith
Shri S.P. Kanjalia

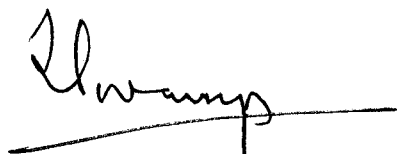
Respondent Shri Navdeep Arora, DGM (Punjabi Bagh), Shri
Tulsidas, Senior Officer on behalf of the BRPL

Date of Hearing : 05.10.2010, 15.11.2010, 24.11.2010

Date of Order 30.11.2010

ORDER NO.: OMBUDSMAN/2010/385

1.0 The Appellant, Shri Y. P. Sethi has filed the present appeal on 09.08.2010 against the order of the CGRF-BRPL dated 09.07.2010, praying for the setting aside of the order of the CGRF and for correction of his electricity bills for the billing cycle of July 2009.


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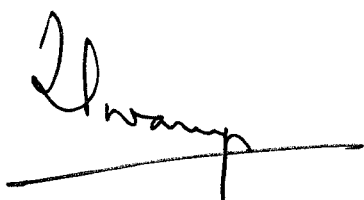
1.1 The brief facts of the case as per records are as under:

- a) The Appellant is the registered consumer of five electric connections K.No. 2640T8200172, 2640T8200173, 2640T8200174, 2640T8200175 and 2640T8200820 for domestic use installed at his premises B-1/142, Paschim Vihar, New Delhi-110063.
- b) The Appellant states that he received exorbitant bills for the billing cycle of July, 2009, in respect of the aforesaid five connections.
- c) The Appellant complained to the Respondent for the correction of the excessive bills, but there was no positive response.

2.0 The Appellant filed a complaint before the CGRF-BRPL, stating that his electricity bills for the billing cycle of July 2009 were excessive in comparison to the consumption pattern for the same period during 2008.

The Respondent stated before the CGRF that all the meters were tested and found within the permissible limits of accuracy.

The CGRF-BRPL in its order dated 09.07.2010 observed that a comparison of the consumption for the same period in 2007, 2008 & 2009, indicated negligible variation, and the total

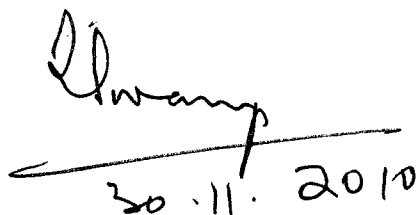

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consumption was more or less the same. Moreover, the readings of all the five meters on being down-loaded were also found to be accurate. As such, the meters were reflecting the actual consumption of electricity during the relevant period, and the contention of excessive billing by the complainant was not proved.

3.0 The Appellant, not satisfied with the aforesaid order of the CGRF- BRPL has filed this appeal and prayed for the correction of his electricity bills for the billing cycle of July 2009. The Appellant has also contended that the test reports of the Respondent could not be relied upon because the meters were tested after one year in June/July, 2010.

3.1 The first hearing in the case was fixed on 05.11.2010 after obtaining the required clarifications from the Respondent. The Appellant was present in person along with Shri Kanjalia. The Respondent was represented by Shri Navdeep Arora, DGM (Punjabi Bagh) and Shri Tulsi Das, Senior Officer.

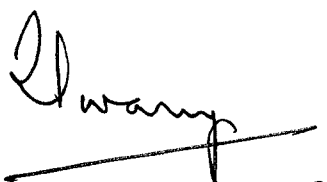
The Appellant submitted that the electricity bills for the period 12.05.2009 to 14.07.2009 in respect of the aforesaid five meters were unusually high. The Respondent, on the other hand, clarified that all the meters were tested and found to be in order. The Appellant also expressed an apprehension about the 'jumping' of the meters.


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After hearing the parties, the Respondent was directed to send the meter for K.No. 2640T8200175 for 'Third Party Testing', and to submit the Test Report at next hearing. The accuracy of the remaining four meters was to be verified by installing parallel check meters, properly calibrated, for four weeks, and the reports to be submitted along with the MDI details.

3.2 At the next date of hearing on 15.11.2010. Respondent represented by Sh. Navdeep Arora, DGM (Punjabi Bagh), informed that it would take two more days to receive the Third Party Test Report. As such, he requested for some time. The next hearing was fixed on 24.11.2010.

3.3 At the next date of hearing 24.11.2010, the Respondent stated that the CPRI's Test Report dated 15.11.2010 in respect of meter No. 13354172 for K.No. 2640T8200175 (a copy of which was also sent to the Appellant) proved that the meter was accurate and was recording the correct consumption. The test results of the check meters were also produced. These too confirmed that the other four meters were also functioning properly and therefore recording the correct consumption. The Appellant also confirmed that except in July 2009, when all the meters appear to have jumped, all five meters were functioning

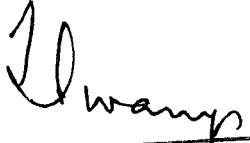

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satisfactorily. As such, the apprehension of the Appellant of jumping of the meters seems to be unfounded.

- 4.0 It is evident from the CPRI Test Report dated 15.11.2006 for meter No. 2640T8200175, and the Test Reports of the remaining four meters, the MDI details and records that all the five meters were recording the correct consumption of electricity during the period May to July 2009. As such, the Appellant is directed to make payment of the electricity bills already raised. No LPSC may however be levied.

Compliance of this order may be made within 21 days of this order. The case is disposed of accordingly.

20th November 2010


(SUMAN SWARUP)
OMBUDSMAN
20.11.2010