

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/2010/386

Appeal against Order dated 09.02.20010 passed by CGRF–NDPL in
CG.No. 2503/11/09/CVL

In the matter of:

Shri Sunil Kumar & Smt. Geeta Sharma - Appellant

Versus

M/s North Delhi Power Ltd. - Respondent

Present:-

Appellant Shri Sunil Kumar attended alongwith his wife
Smt. Geeta Sharma

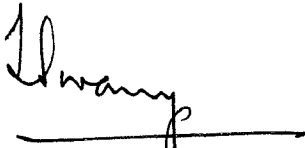
Respondent Shri K.L. Bhayana ,Advisor
Shri Mukesh Kumar, Commercial Manager,
Shri Naveen Dabas (MMG) and
Shri Vivek, Manager (Legal) attended on behalf of the
NDPL

Date of Hearing : 21.10.2010

Date of Order : 02.11.2010

ORDER NO. OMBUDSMAN/2010/386

1.0 The Appellant, Smt. Geeta Sharma, has filed this Appeal through her husband Sh. Sunil Kumar, against the CGRF's Order No. 2503/11/09/CVL dated 09.02.2010 stating that her meter has been recording the consumption in an erratic manner & no relief has been given to her by the Respondent, despite a number of requests.

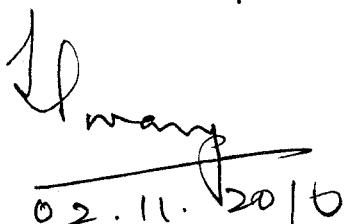

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1.1 The brief background of the case as per the records is as under :

- i) The Appellant Smt. Geeta Sharma, is the registered consumer of electricity connection K. No.31200459480 with a sanctioned load of 0.49 KW for domestic use at her premises D-26, Reids Line, Delhi University Flats Delhi-110007. The meter being faulty, was replaced on 14.05.2008 & a new meter No. 30229577 was installed at the initial reading of 06.
- ii) The Appellant approached the Respondent about the erratic readings of the new meter No.30229577, and the excessive electricity bills received, but there was no positive response from the Respondent.

2.0 The Appellant filed a complaint before the CGRF-NDPL dated 03.11.2009 & requested for checking of the defective meter and for refund of the excess amount paid by her.

- a) The Respondent clarified that the old meter, being defective between February 2006 and 13.05.2008, was changed on 14.05.2008. On the request of the Appellant, the meter No. 30229577 was checked for accuracy on 20.09.2008 and again on 30.11.2009 and was found to be running 0.66% fast and 0.39% slow, respectively. However, it was found that there was no display of readings on the meter.
- b) The CGRF, after considering the records and averments made by the parties, in its order dated 09.02.2010 directed the Respondent to replace the existing meter No. 30229577


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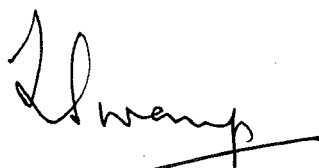
by a new meter by 16.02.2010. The Respondent was also directed that the meter removed be kept in a sealed bag, duly signed by both the parties, and sent for checking by an independent authority.

The Appellant, not satisfied with the action by the Respondent on the aforesaid order of the CGRF has approached this office for compliance of the CGRF's order and for correction of her electricity bills.

3.0 After scrutiny of records and after obtaining the required clarifications from the Respondent, the first hearing in the case was fixed on 21.10.2010,

At the hearing on 21.10.2010, the Appellant was present along with her husband Shri Sunil Kumar. The Respondent was present through Shri K.L.Bhayana (Advisor), Shri Mukesh Gupta (Comm. Manager), Shri Naveen Dabas (MMG) and Shri Vivek (Manager-Legal).

Arguments of both the parties were heard. The Appellant argued that Meter No. 30229577 installed at her premises on 14.05.2008, was erratic since the date of its installation, and did not record her electricity consumption correctly. The Respondent, on the other hand, denied the contention of the Appellant, and submitted the

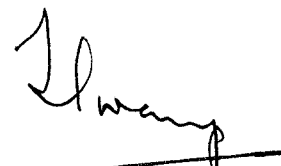

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past consumption record of the consumer and the Test Report of the ERDA dated 23.07.2010.

A scrutiny of the aforesaid Test Report of ERDA dated 23.07.2010 and the statement of consumption of the Appellant filed by the Respondent, indicates that the performance of the installed meter was indeed inconsistent. The Test Report shows a percentage of error of upto +10.62. It is therefore, clear that the electricity meter installed on 14.05.2008 was defective and was recording the consumption in an erratic manner between 14.05.2008 to 23.09.2010, when it was replaced. The Test Report of the Discom show different results and cannot be relied upon.

4.0 After taking into consideration the records and the submissions made by the parties it is decided as under:

- a) Since the electricity meter No. 30229577 installed on 14.05.2008 was defective, the electricity bills can be raised only for a period of six months i.e. from 23.03.2010 to 23.09.2010, as per the Supply Code and Performance Standards Regulations, 2007. The basis of assessment for this period will be the average electricity consumption recorded by the new meter, installed on 24.09.2010 for a period of one year.
- b) The performance of the new meter installed on 24.09.2010 be also checked by installing a standard pilot meter along with the existing meter for one month, to ensure that the

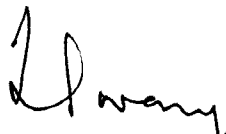

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existing meter is in order and is correctly recording the consumption of electricity of the Appellant.

- c) A statement of Account of the amount received from the Appellant during the period 14.05.2008 to 23.09.2010 be filed by the Respondent. The excess amount paid, if any, by the Appellant, be refunded by the Respondent, through cheque drawn in favour of Smt. Geeta Sharma, allottee of the premises. This amount would also be got reconciled from the Appellant to her satisfaction.

The case is disposed of accordingly. The Respondent is directed to implement the above order within 21 days from the date of issue.

2nd November 2010 .


(SUMAN SWARUP)
OMBUDSMAN