

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/2010/409

Appeal against Order dated 22.11.2010 passed by the CGRF-BYPL
in Complaint No. 209/09/10

In the matter of:

Shri Shashi Mohan Suri - Appellant

versus

M/s BSES Yamuna Power Ltd. - Respondent

Present:

Appellant The Appellant was not present

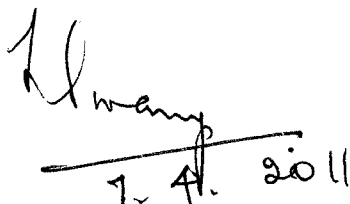
Respondent Shri Pawan Mahur, Officer (Legal)
Shri Ajoy Das, (S.O.)
Shri Mohammad Arif, Billing Assistant

Date of Hearing: 23.03.2011

Date of Order: 07.04.2011

ORDER NO. OMBUDSMAN/2011/409

1.0 The Appellant, Shri Shashi Mohan Suri, has filed this appeal against the order of the CGRF dated 22.11.2010, requesting for correction of the excessive bill of Rs.48,205.92 dated 12.08.2010.


Sh. A. Suri

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

a) The Appellant, an advocate, is the registered consumer of K.

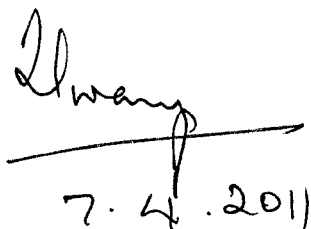
No. 123003190646 with a sanctioned load of 4 KW for the office where he practices in the basement of the premises G-251, Preet Vihar, Delhi-110092.

b) The Appellant received a bill of Rs. 48,205.92 dated 12.08.2010 for the period 31.03.2010 to 09.06.2010 and 10.06.2010 to 07.08.2010. As per the Appellant, the amount of the bill was excessive, considering his past consumption pattern.

2.1 The Appellant filed a complaint before the CGRF, requesting for the correction of the excessive bill on the basis of his average consumption.

2.2 The Respondent stated before the CGRF that the aforesaid bill was raised on the basis of the actual downloaded readings, and the meter of the Appellant was recording correct readings as per the Test Report dated 28.10.2010.

2.3 The CGRF, after considering the records and the arguments of the parties, vide its order dated 22.11.2010, directed that a check meter be installed for three months at the premises of the

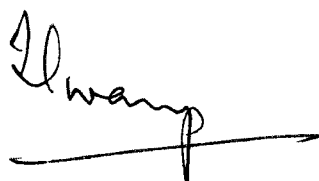

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Appellant, to check the accuracy of the existing meter. Meanwhile, the consumer was directed to deposit 50% percent of the disputed amount.

2.4 The Appellant aggrieved by the aforesaid order of the CGRF has filed this appeal for the stay of the operation of the CGRF's order and for revision of the excessive bill of Rs. 48,205.92, and the subsequent bill for the period 11.08.2010 to 08.10.2010.

3.0 The first hearing in the case was fixed on 23.03.2011 after obtaining the required clarifications from the parties. The Appellant was not present. The Respondent was represented by Shri Pawan Mahur (Officer, Legal), Shri Ajoy Das (S.O) and Shri Mohammad Arif (Billing Assistant). The Respondent informed that the parties had arrived at a settlement and the copy of the same would be filed by 31.03.2011. Subsequently, the Appellant filed an application for withdrawing the case.


3.1 The Respondent vide letter dated 04.04.2011 informed that an amicable settlement had been reached between the parties regarding the disputed bill of Rs.68,727.11 upto October,2010.


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A total Rs.4,253.55 payable by the consumer has been withdrawn. Rs.2,470/- on account of MDI, and Rs.1,783.55 as LPSC are withdrawn.

3.2 The Settlement arrived at between the parties is found to be in order and is taken on record, and consequently the matter stands decided in terms of the Settlement Agreement dated 10.03.2011.

7th April 2011


(SUMAN SWARUP)
OMBUDSMAN