

**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/2011/418**

Appeal against Order dated 25.01.2011 passed by CGRF–NDPL in CG.No. 3163/12/10/BWN.

**In the matter of:**

Shri Manoj Kumar Sharma - Appellant

**Versus**

M/s North Delhi Power Ltd. - Respondent

**Present:-**

**Appellant** The Appellant Shri Manoj Kumar Sharma was not present.

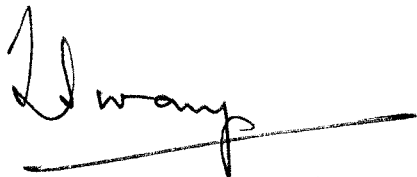
**Respondent** Shri K.L. Bhayana, Adviser, and Shri Vivek, Manager (Legal) attended on behalf of the NDPL

**Dates of Hearing** : 26.07.2011

**Date of Order** : 29.07.2011

**ORDER NO. OMBUDSMAN/2011/418**

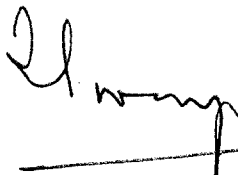
1.0 The Appellant, Shri Manoj Kumar Sharma, resident of B-149, Meer Vihar, Mubarakpur Dabas, Delhi 110081 has filed this appeal against the CGRF-NDPL's order dated 25.01.2011 in CG No. 3163/12/10/BWN (K.No. 41205077878Q), allowing restoration of his supply, which has since been complied with by the Respondent Discom NDPL, and supply stands restored against K.No.

  
29.07.2011

41205077878Q on 1.02.2011. He has sought correction of his address as B-149 instead of B-148.

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

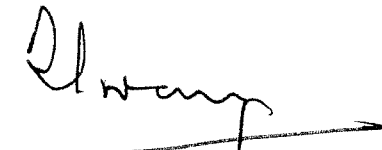
- i) The electricity supply of the Appellant was disconnected from the pole on 11.11.2010 due to non payment of pending dues. The Appellant contended before the CGRF that he had already paid Rs.3150/- by cheque before disconnection, but the amount was not accounted for by the Respondent, and the supply was disconnected.
- ii) The CGRF in its order observed that the representative of the Respondent submitted that no cheque was deposited with them on 24.09.2010, and the amount was not accounted for and the dues remained outstanding. Cheque No. 696196 for an amount of Rs.3150/- was deposited only in December 2010 which had already been accounted for in December 2010. The contention of the complainant that the cheque was deposited on 24.09.2010, was wrong as there was an outstanding balance of Rs.60/- only for the period 23.08.2010 to 12.10.2010. The cheque for Rs.3150/- was issued afterwards with a back date just to mislead.
- iii) After listening to both the parties, the Forum decided that since the payment of Rs.3150/- had already been deposited through cheque which had been cleared from the bank on 10.12.2010, so the supply of the complainant be restored immediately.
- iv) The supply having been restored, the Appellant has appealed regarding the wrong address for the premises, which should be B-

  
29.07.2011

149 instead of B-148, though this issue was not raised before the CGRF.

- 2.1 The comments of the Respondent on the consumer appeal were called for. These revealed that the registered consumer in the Discom records, was Smt. Sajini Sharma (since expired), and wife of Shri Manoj Kumar Sharma. The connection as per the meter installation protocol was energized on 25.01.2006 at B-148, Mubarakpur, Meer Vihar, Delhi – 110041.
- 2.2 The Appellant was requested to file the following documents vide letter dated 11.07.2011:-
- a) The 'Original Sale Deed' for plot B-149, as ownership proof.
  - b) The 'Death Certificate' of the registered consumer
  - c) The 'Will' or other proof that he is the sole legal heir,
- The letter was however returned as "undelivered".
- 2.3 The Appellant, Shri Shri Manoj Kumar was contacted on 21.07.2011, but he informed that all the members of the family were unwell and he was not in a position to open the door for receiving the letter.
- 3.0 After scrutiny of the contents of the appeal, the CGRF's order, and the replies submitted by both the parties, the case was fixed for hearing on 26.07.2011.


On 26.07.2011, the Appellant Shri Manoj Kumar Sharma was not present. The Respondent was represented by Shri K.L. Bhayana, Advisor and Shri Vivek, Manager (Legal).

  
29.07.2011

- 4.0 The Respondent stated that the grievance of the Appellant stands settled by the CGRF and the supply had been restored. Regarding correction in the address, the Appellant will be asked to produce the required documents like the original Sale Deed of the premises, Death certificate of the registered consumer, Will etc. of the registered consumer, since he was not the registered consumer as per their records.
- 5.0 In view of the foregoing, it is seen that the supply of the consumer having been restored as per the CGRF's order, the main grievance of the complainant has been removed. As regards the correction of the address, the Appellant should approach the Respondent with the required documents, as per procedure laid down in the DERC Regulations 2007. No further action is called for at this stage.

**The appeal is accordingly disposed of.**

29<sup>th</sup> July 2011

  
(Suman Swarup)  
Ombudsman