

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

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No.:E.Omb/TPDDL/2012/516/1224-26

Dated: 21.12.2012

In the matter of Appeal filed by Shri Shamik Nag, son of the registered consumer Smt. Manju Nag, against the CGRF-TPDDL Order dated 31.07.2012 in CG Appellant
No.4332/05/12/PPR (C.A. No.60010546053)

Versus

Tata Power Delhi Distribution Ltd.

Respondent

ORDER

"Hearing held. The points raised in the Appeal regarding readings relating to the 2007 period have not been raised before CGRF and are not relevant in Appeal. Regarding introduction of "micro" reading meters this is not the appropriate forum for raising this request.

On the CGRF order Appellant has only one complaint relating to point 5 of the order that the meter might have malfunctioned even during the 09.06.2010 to 12.07.2011 period used to calculate the average and, hence, CGRF should have given credit for this. Since the new meter, after replacement, is said to be showing a much lower reading than in the above period he wants a credit for this period also based on present readings. This, however, is not the provision in the Regulations. The order passed by the CGRF to calculate an average based on consumption in the 1 year prior to the relevant date/period is as per Regulations. Appeal is, therefore, dismissed and CGRF order is upheld."


(PRADEEP SINGH)
Ombudsman

Distribution:

- i) The Chief Executive Officer & ED
Tata Power Delhi Distribution Limited
NDPL House
Hudson Lines
Kingsway Camp
Delhi-110 009
- ii) The Chairman
Consumer Grievance Redressal Forum
Tata Power Delhi Distribution Limited
Sub Station Building
New Police Colony
Model Town II
Delhi-110009
- iii) Shri Shamik Nag
S/o Smt. Manju Nag
JD 16-D, SFS Flats
Dakshini Pitampura
New Delhi -110088

The original case file of the CGRF is also enclosed herewith