

# 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. 32506011 Fax 2614 1205

Ref. No. E.Omb/Secy./TPDDL/2012/526/~~1085-1088~~

Dated: 27.11.2012

To

The Chairman  
Consumer Grievance Redressal Forum  
Tata Power Delhi Distribution Limited  
Sub Station Building  
New Police Colony  
Model Town II  
Delhi-110 009

**Sub : Appeal of Smt. Baby Tejwani against the CGRF-TPDDL  
order dated 17.02.2012 in CG No.: 3897/11/11/BDL  
(K. No.46105024874)**

Sir,

A complaint was received from Smt. Baby Tejwani resident of 4, Badli Industrial Area, Phase II, Delhi - 110042 that CGRF order dated 17.02.2012 was not implemented within 21 days by the Discom. Further, no revised bill was issued by the Discom as required.

In addition the applicant filed letters on 22.03.2012 and on 19.04.2012 before the CGRF but no action was taken. The complaints were forwarded by the CGRF to the Discom on 02.07.2012 without any further action. The Discom finally issued a bill in August, 2012 which is not acceptable to the applicant as the Discom was allegedly not accepting the current demand while continuing to levy late payment surcharge.

It was pointed out to the Secretary CGRF by the Ombudsman that as per rule 20 (3) (iii), each CGRF has to assess an amount in each case which is needed by the complainant in order to deposit 1/3<sup>rd</sup> before filing an appeal before the Ombudsman. This has not been done in this case, and in many other cases. It would be desirable to ask the Discom to issue the revised bill and incorporate it into the final order before finalizing matters.

Contd..2/-

In the present case the Discom has issued a final bill in August, 2012 that the Appellant is not satisfied with. The CGRF needs to look at the revised bill and satisfy itself that this is in compliance of its orders dated 17.02.2012 and proceed further in the matter. The Appellant is free to approach the Ombudsman's office in case an appeal is to be filed after the above action is over.

  
(Secretary)

**Encl.: The Original case file of the CGRF is enclosed herewith.**

Copy for information and necessary action to:

- i) The Chief Executive Officer & ED  
Tata Power Delhi Distribution Limited  
NDPL House  
Hudson Lines  
Kingsway Camp  
Delhi-110 009
- ii) Smt. Baby Tejwani  
4, Badli Industrial Area  
Ph. II, Delhi – 110042
- iii) Shri P.K. Gupta, Advocate  
AE-75, Shalimar Bagh  
Delhi – 110088  
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