

**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/2013/532**

Appeal against the Order dated 04.10.2012 passed by CGRF—  
TPDDL in CG.No.4489/08/12/BDL.

**In the matter of:**

Shri Surjeet Sandhu - Appellant

Versus

M/s Tata Power Delhi Distribution Ltd. - Respondent

**Present:-**

Appellant: Shri Surjeet Sandhu was present in person.

Respondent: Shri Vivek, Sr. Manager (Legal) attended on behalf of the  
TPDDL

Date of Hearing: 22.01.2013

Date of Order : 12.02.2013

**ORDER NO. OMBUDSMAN/2013/532**

The Appellant, Shri Surjeet Sandhu, R/o Flat No.607, 3<sup>rd</sup> Floor, Pocket –  
GH-2, MIG, Bagban Apartments, Sector-28, Rohini, Opp. Shahbad Dairy, New  
Delhi – 110042, filed an appeal against the order of the CGRF-TPDDL (Consumer  
Grievance Redressal Forum – Tata Power Delhi Distribution Limited) passed on  
21.09.2012 in which he claims his request was only partially agreed to, after the  
burnt meter was changed.

Hearing held. The issue is the period from 23.06.2012 to 05.07.2012 from  
the date of complaint to Discom to the date of changing of meter. Till 23.06.2012

(55)

the Discom has agreed to charge on the average basis of past consumption. But from 23.06.2012 to 05.07.2012 they want to use the reading of 6109 noted on the protocol sheet at the time the burnt was removed.

Having used the average consumption method and given him a credit of Rs.7,700/- or so on the pre-paid meter, now the Appellant has been asked to pay about Rs.12,000/-. The delay in changing the meter led to the consumer first being given a credit of Rs.7,700/- and then charging him Rs.12,000/- or so, a gap of about Rs.20,000/- in all.

Since the DISCOM should have changed his meter immediately and noted his meter consumption, and this did not happen and an interim credit was given the Appellant has complained of lack of good faith.

The errors made by the DISCOM point to a lack of transparent procedures casting doubt about its billing procedures. Having once issued a credit till 22.06.2012, based on past average consumption, it would be in the interest of transparency & natural justice to extend it till 05.07.2012, a period of only 2 weeks or so.

The order of CGRF is modified to that extent. The rest of the order stays.

  
(PRADEEP SINGH)  
Ombudsman

12/2/13

February, 2013