

(148)

**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/2013/562**

Appeal against the Order dated 27.02.2013 passed by CGRF–BRPL in CG.No.436/2012.

In the matter of:

Smt. Veena Wadhawan - Appellant

Versus

M/s BSES Rajdhani Power Ltd. - Respondent

Present:-

Appellant: Shri R. K. Wadhawan, husband; attended on behalf of the Appellant.

Respondent: Shri Rajeev Kumar Bilaiya, Sr. Manager, and Shri Balak Ram, Accounts Assistant, attended on behalf of the BRPL.

Date of Hearing: 08.05.2013

Date of Order : 09.05.2013

**ORDER NO. OMBUDSMAN/2013/562**

The complainant, Smt. Veena Wadhawan, resident of E-48, Ground Floor, Greater Kailash - II, New Delhi – 110048, had filed a complaint in the Consumer Grievance Redressal Forum (CGRF) regarding excessive meter bill. Her contention was that their monthly consumption had never gone beyond 500 to 600 units normally and upto a maximum of 900 units in the peak season, making it impossible to have a consumption of 2,466 units in the bill that was received by them.

The CGRF had heard the case and noted the reply of M/s BSES Rajdhani Power Limited (BRPL), the DISCOM, that part of the bill amount is explained by increase in tariff w.e.f. 01.07.2012 and partly by some earth leakage that was found in the complainant's internal wiring. The meter was found to be working within the

147

tolerance limit specified. The complainant having expressed doubts about the meter, the CGRF recorded that he was interested in installing his own meter. Hence, an order was passed that the DISCOM may supply a list of authorized dealers to the complainant for selecting the meter. This was to be installed by the DISCOM and the consumption recorded on both meters for six months and a revised bill issued, if any variation is found.

This was appealed against by the complainant on the ground that no relief was given by the CGRF.

In the hearing held on 08.05.2013, the complainant focused merely on lack of receipt of timely bills and on the higher consumption indicated in the bills. The DISCOM was asked whether they have supplied a list of authorized dealers to the complainant for selecting a meter to be installed and they indicated they had not done so. Further, the DISCOM was also asked if they had explained the calculation of the bill to the complainant at any stage. It was indicated that this had not happened. This needs to be done by the DISCOM.

Given the fact that the CGRF order is yet to be implemented, the DISCOM should make available the list of authorized dealers allowing the complainant to select a meter. This should be installed by the DISCOM, at its own expense, as a check meter. The results of both the meters should be compared for six months, as ordered by the CGRF. The data collected should be made available to the CGRF for passing final orders. Till then, the order of the CGRF dated 27.02.2013 in this case will be treated as an Interim Order.

With these directions the appeal is closed.

  
**(PRADEEP SINGH)**  
Ombudsman



May, 2013