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**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**  
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**Appeal No. F. ELECT/Ombudsman/2006/58**

Appeal against Order dated 08.12.2005 passed by CGRF – NDPL on CG No.: 0529/10/05/KPM.

**In the matter of:** Shri Madan Mohan Lal - Appellant

**Versus**

M/s NDPL - Respondent

**Present:-**

**Appellant** Shri Madan Mohan Lal

**Respondent** Shri M.S.Saini, Commercial Manager - Keshavpuram,  
Shri Suraj Das Guru, Legal Retainer and  
Shri Ritesh Singh, Officer – Meter Testing Department of  
North Delhi Power Ltd,

Date of Hearing : 18.05.2006

Date of Order : 24.05.2006

**ORDER NO.: OMBUDSMAN/2006/58**

The appellant had installed an electronic meter K.No. 0104482590 against K.No. 32200545510Q at his premises D-163, Ashok Vihar, Phase-I, Delhi-110052.

This electronic meter was installed on 11.2.2005 at the premises of the appellant. It is stated by the appellant that when the meter was installed a blank report (without filling in the vital details) was got signed, meter was not tested at site, and no manual of electronic meter was

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provided to him. He was not apprised of any fault in the wiring. The electronic meter had no ELT indicator. Thus, the appellant was totally in the dark about the earth leakage or the faulty wiring.

Appellant received inflated bills for March, May & July 2005 for which he approached several NDPL authorities without success. The electronic meter was tested on 10.8.2005. It was found 2.62% fast and current leakage was found in internal wiring of the consumer. The meter did not have ELT indicator. The fault was got rectified immediately on 14.8.2005.

The Appellant filed a complaint before CGRF on 1.10.05 for withdrawal of inflated bills and revising the bills on the basis of previous year's consumption. Consequent to the CGRF order the defective meter having no ELT indicator was replaced with another electronic meter having ELT indicator. CGRF in its order dated 8.12.05 observed that units presumably recorded due to leakage are 3724 units and this energy wasted has actually been supplied by the licensee. This quantum of power wasted due to leakage should be shared equally by the licensee and consumer.

Against this order of CGRF dated 8.12.05, appellant has filed the present appeal with the prayer that –

- (1) The fact of internal wiring fault was noticed on 10.8.05 when the meter installed on 11.2.05 was tested;
- (2) The formula applied by CGRF is irrational, unjustified and against the rules; and
- (3) The licensee NDPL is required to bear the loss in full and also pay compensation to the consumer.

After examination of the CGRF records, the contents of the appeal, and the comments/information furnished by the respondent to the queries raised by the ombudsman, the case was fixed for hearing for 18.05.06. The officials who tested the meter on 10.08.05 as well as and the Business Manager were specifically asked to be present at the hearing.

Shri Madan Mohan Lal, the appellant attended, in person. Shri M.S.Saini, Commercial Manager - Keshavpuram, Shri Suraj Das Guru, Legal Retainer and Shri Ritesh Singh, Officer – Meter Testing Department attended the hearing on behalf of the Respondent company.

The facts of the complaint/appeal were narrated in brief; but the main issue was to understand the working of the Electronic meter as distinct from the electro-mechanical meter and the problems of inflated

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recorded readings caused due to common neutral connections or due to some inter-mixing of neutrals at consumer end.

Meter is installed to record energy supplied to the consumer.

In electro mechanical meter energy supplied is recorded on the basis of line current flowing through the meter.

In electronic meters energy supplied is recorded on the basis of higher of the line current and neutral current flowing through the meter. Line current in fact relates to the energy supplied to the consumer. Normally line current should be equal to the neutral current flowing through the meter. But due to common neutral connections or due to some inter-mixing of neutral wires, the neutral current flowing through the meter can increase or be more than line current. If, the difference between the two exceeds some percentage, EL indicator will glow i.e. it gives indication of some problem.

The energy supplied to the consumer is still the line current flowing through the meter but **because of its specific design, the electronic meter records energy on higher current i.e. on the basis of neutral current flowing through the meter.** Thus, extra energy recorded by the meter in fact is not the energy supplied to the consumer and it can be presumed as fictitious energy recorded due to neutral connection/wiring problem.

If, there is earth leakage between line and earth, the line current will increase accordingly and it does not lead to loss of any energy supplied to the consumer. If, this extra energy recorded, which is not supplied by the Licensee, is deleted, then no loss is caused to the Licensee and in fact consumer is saved from paying for the energy which was never supplied nor used by the consumer.

NDPL officials present during the hearing agreed to the above concept that extra energy recorded amounts to fictitious energy which was never supplied nor used by the Consumer. Since the appellant did not consume the 'fictitious' energy, he is not required to share the loss as held by the CGRF. by the Licensee

In view of above, the CGRF orders dated 8.12.2005 are modified to the extent that a credit of 3724 units spread over a period of six months for the purpose of calculating the slab should, therefore, be given to the appellant within 10 days of the receipt of order. The copy of revised bill be submitted in this office thereafter.

अशा मेहरा  
(Asha Mehra)  
Ombudsman